

**College of the Siskiyous
Job Description**

Job Title: Admin. Assistant, Information Technology

FLSA: Non-Exempt

Group: Admin. Support/Management

Schedule: Admin Support/Management

Job Summary:

Provides clerical and administrative assistance to the IT department; investigates and troubleshoots telephone issues; provides technical support to the campus.

Essential Duties and/or Responsibilities include the following: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Investigates and troubleshoots telephone issues. Performs daily telephone system backups.

Assigns and creates new telephone accounts. Maintains records to ensure security of the phone system. Maintains telephone accounts in switch, voice mail and call accounting system.

Retrieves incoming trouble calls and assigns tasks to technical support. Follows up on requests and needs of users, provides feedback to users.

Performs general clerical duties for the department; prepares meeting agendas, takes and distributes minutes; establishes and maintains files; independently prepares correspondence.

Assists with preparation of, maintains, updates and monitors budget. Keeps records of all technology equipment ordered for campus; assists with maintaining and updating the technology equipment inventory.

Prepares bids, quotes and purchase requests for equipment; follows up on delivery, ensures prompt delivery to appropriate users. Maintains and updates vendor files.

Processes travel requests for the department; makes traveling arrangements.

Maintains software licensing files; keeps an account of all software.

Provides technical support to the campus as a member of Tech Services team; provides cross support to the team members.

Provides support to the VP of Tech Services in supervision of technical and support staff. Maintains timesheets for staff in the department. Supervises student workers.

May be required to sit in meetings where collective bargaining issues may be discussed.

Handles collective bargaining documents, information, and proposals, maintains records related to the collective bargaining under the Educational Employment Relations Act for the Vice President.

Performs related duties as assigned.

Employment Standards: The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.

Training and Experience: Any combination of education and experience equivalent to the possession of a High school diploma and at least two (2) years experience with telephone equipment. Associate's degree preferred. Lucent and Avaya Switch training and Octel Voice Mail training preferred.

Knowledge: Knowledge of principles and practices of technology services and office administration; telephone equipment and programming; safety rules; PC and related software; hardware specifications; personnel policies.

Ability: Ability to perform telephone-based troubleshooting on phone systems; communicate effectively verbally and in writing; operate a PC and related software; maintain effective working relationships with other people; type 55 WPM.

Physical Effort/Work Environment: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The noise level in the work environment is usually moderate.

Job Description Approved: 2/11/03

Revised: 4/03