

Administrative Assistant to the Director of Technology Job Description

Purpose: The Administrative Assistant to the Director of Technology provides office and clerical support to assist with the efficient operation of the Technology Department and provides basic, first-line phone and technical support to customers of the department. To accomplish these tasks the Administrative Assistant to the Director of Technology works closely with the staff and administration of Derby Public Schools.

Responsible to: Director of Technology

Salary: District Clerical Hourly Rate Schedule, Level 3

Classification of Employment: Non-Exempt

Date: July 2023

Qualifications:

1. High school diploma or equivalent.
2. College courses and/or completed degree in related field preferred.
3. Minimum of three years experience and knowledge of various computers programs, technology and software, including basic troubleshooting skills.
4. Clerical experience preferred.
5. Demonstrated typing and filing skills.
6. Strong interpersonal skills.
7. Desire to continue career improvement.

Physical Requirements/Environmental Conditions:

1. Requires regular attendance and/or physical presence at the job.
2. Requires prolonged sitting or standing.
3. Occasionally requires physical exertion to manually move, lift, carry, pull or push heavy objects or materials up to 25 lbs.
4. Requires stooping, bending and reaching.
5. Must be able to work with many interruptions.
6. Must be able to react to change productively.

Essential Functions:

Knowledge, Skill and Abilities

- a. Provide office and clerical support to assist with the efficient operation of the Technology Department and the school district.
- b. Ensure all activities conform to district guidelines.
- c. Communicate effectively with all members of the school district and community.
- d. React to change productively and handle other tasks as assigned.
- e. Appropriately operate all equipment and software as required.
- f. Scan, copy and FAX as needed.
- g. Use and manage the helpdesk software.
- h. Operate a multi-line phone system and direct incoming calls for department members and the helpdesk group line.
- i. Demonstrate high level of organizational skills.
- j. Assist in managing hardware and software vendor relationships.
- k. Operate various Skyward modules, including Finance and Student.
- l. Comply with all district policies, rules and regulations.

General Responsibilities:

- 1. Greet and screen visitors, directing them to the appropriate person/persons in the technology department.
- 2. Answer and screen incoming calls and voicemails, and forward or return business calls.
- 3. Answer incoming calls to the Helpdesk, create Kaseya tickets, and provide basic first-line technology support to technology department customers.
- 4. Assist in processing incoming correspondence and mail for the Director of Technology.
- 5. Compose, type, and copy correspondence, reports, bulletins, records, presentations, and other materials.
- 6. Obtain, gather and organize pertinent data as needed.
- 7. Maintain an orderly filing system.
- 8. Schedule appointments, make travel arrangements, and assemble material for meetings.
- 9. Assist in planning meeting agendas and assist in preparing meeting materials and taking meeting minutes.
- 10. Proofread memos, letters, reports and all correspondence both written and electronic.
- 11. Submit purchase requisitions for materials and equipment. Verify quantities delivered and distributed.
- 12. Monitor the Kaseya Helpdesk ticketing system and provide basic first-line troubleshooting support to customers who have submitted tickets.
- 13. Assist in the management of Kaseya tickets, including assisting in routing tickets to subject matter experts and ensuring tickets are closed when appropriate.
- 14. Assist in working with media center clerks in tracking student device repairs, including tracking repairs and repair costs for reporting.
- 15. Assist in maintaining the technology website.

16. Occasionally provide assistance to the receptionist as needed.
17. Assist in the maintenance and inventory of equipment and materials.
18. Maintain an inventory of equipment and software.
19. Data entry in multiple databases.
20. Maintain confidentiality of student and staff information.
21. Adhere to all district health and safety policies.
22. Desire to continue career improvement.
23. Support the value of education.
24. Support the philosophy and mission of Derby Public Schools.
25. Other duties as assigned by the Director of Technology or Superintendent which are consistent with the general requirements and qualifications of the position.