POSITION TITLE: Executive Administrative Assistant – Information Technology

PRIMARY LOCATION: Sierra Vista Campus

STATUS: Non-Exempt

PARAMETERS: 40 hours/week; 12 months/year

PAY GRADE: CS13

JOB SUMMARY: The Executive Administrative Assistant for Information Technology is responsible for providing a full range of administrative support work to the Vice President for Information Technology and other department staff requiring the application of specialized technical and administrative knowledge and the exercise of initiative, independent judgment, and decision making.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

DUTIES AND RESPONSIBILITIES: Within the scope of college policies and procedures, this position:

Provides comprehensive support to the Vice President for Information Technology; prepares, receives and distributes letters, memoranda and other correspondence; processes new employee email accounts, logs, tracks and distributes documents processed by the division; master department calendar

Provides tier one telephonic Information Technology support for college students, staff and faculty related to a variety of computer issues related to hardware and software problems to include e-mail accounts, Banner accounts, and telephone systems

Coordinates work requests to be completed by Information Technology technicians on a case by case basis for college faculty and staff; closely monitors work orders to ensure customer satisfaction and project completeness

Maintains department fiscal records; processes purchase and travel requisitions, purchase orders, invoices, travel vouchers, etc. and reconciliation of budgets; investigates vendor issues as needed; reconciles and files purchase card transactions for the Vice President and other department staff as required

Assists in maintaining Information Technology web pages on the college web site

Serves as receptionist to the office; responds to inquiries in a professional, helpful manner and directs visitors as appropriate

Performs other related duties as assigned.

GENERAL EXPECTATIONS: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

MINIMUM REQUIRED QUALIFICATIONS: Associate’s degree in related field from an accredited institution of higher learning recognized by the US Department of Education
Five years increasingly responsible office management/administrative support experience

Revised 02/15
JOB DESCRIPTION

An equivalent combination of education and/or experience from which comparable knowledge, skills, and abilities have been achieved may be considered.

Knowledge of current technology best practices; general office maintenance and practices; filing systems, word processing, database, presentation, and spreadsheet applications, specifically Microsoft Office applications, Banner, and Advanced ToolWare
Knowledge of and ability to create correspondence using proper letter composition, grammar, spelling and punctuation standards in English
Knowledge of college operational practices, policies and procedures, and the ability to assist employees and students in understanding them
Knowledge of and ability to comply with budget development practices and processes and project management practices and protocols
Knowledge of the general proper operation of and the ability to use personal computers, standard office equipment; basic mathematics, and basic bookkeeping
Skill in interpersonal communication and cooperative problem solving and the ability to exhibit effective telephone etiquette and basic public relations skills
Ability to communicate effectively, verbally and in writing, relate in a professional, helpful manner in person and over the phone; relate to a diverse population and to maintain composure when faced with difficult situations
Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail; work independently in meeting various time deadlines and work pressures with frequent interruptions
Ability to effectively identify and resolve problems related to every-day administrative support functions; perform basic mathematical calculations; maintain strict confidentiality related to sensitive administrative information; operate personal computer (windows) in utilizing various programs
Ability to produce or compose formal documents, reports and records
Ability to operate standard office equipment; develop effective working relationships with executives, supervisors, fellow employees, students, vendors, and the public
Ability to maintain accurate office procedures
Ability to supervise and monitor the work of others

WORK ENVIRONMENT: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

PHYSICAL REQUIREMENTS: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem solving skills are important

REPORTABILITY: Vice President for Information Technology

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.