

Title: Information Technology Support/Administrative Assistant FY2324\_140

Reports To: Director of Information Technology

Status: Hourly, Overtime eligible

Shift: 8 hours/day – times to be determined by IT Director and the successful applicant.  
May consider part-time employment 6 hours/day.

Pay Rate: \$18.02 - \$20.28 Depending on experience

### **Essential Job Duties**

- Answer IT Service Desk phone line, respond to emails, greet drop-ins and perform other office communications.
- Create, monitor, and designate service tickets to appropriate staff
- Maintains the inventory of all hardware and software via help desk software.
- Maintains and monitors the budget for the tech department and provides financial reports when needed.
- Communicates with management, vendors, contractors, and District employees to maintain effective working relationships.
- Work with vendors and tech staff to procure hardware/software quotes.
- Perform minor technical tasks under the supervision of a technician or Systems Administrator.
- Assist with staff password resets for District programs and applications
- Track software license renewals to ensure correct licenses and quantities are purchased; Ensure licenses are never allowed to expire.
- Maintain warranty records of products across the district, work with staff and vendors to resolve warranty issues.
- Organize IT Department meetings and events.
- Maintain shared calendars for resource usage, staff scheduling and project timelines
- Understand and follow IT security guidelines and procedures.
- Participate in IT projects as necessary.
- Work with IT Director, Tech staff, E-rate manager, and vendors to coordinate and meet all mandatory aspects of the E-rate process within federally mandated timeframes.
- Prepare reports based on diverse data sets to support department goals
- Performs other related duties as assigned

### **Knowledge, Skills and Abilities**

- Basic knowledge of Information Technology terms.
- Knowledge to analyze situations to define issues and draw conclusions.
- Knowledge of ordering, shipping and receiving.
- Knowledge of project management.
- Knowledge of budget maintenance and analysis.
- Ability to organize documents and create schedules.
- Ability to create configuration and application documentation.
- Ability to read, write and speak English fluently.
- Ability to be flexible to work with others in a wide variety of circumstances.
- Ability to work with a diverse set of individuals/groups and utilize specific, job-related equipment.
- Ability to establish and maintain effective working relationships with students, the public, vendors and staff members.
- Ability to maintain cooperative working relationships with those contacted in the course of work.
- Ability to manage time and responsibilities, adapt to changing work priorities, communicate with diverse groups, maintain confidentiality, and meet deadlines.
- Ability to set priorities, work as part of a team and work with and manage frequent interruptions.
- Ability to maintain the confidentiality of student matters.
- Ability to effectively communicate with students, parents, and staff.
- Ability to perform duties with awareness of all District requirements and Board policies.
- Excellent communication skills including active listening.
- Service-oriented and able to resolve customer grievances.

### **Required Qualifications**

1. Any combination of training, education, and experience that are equivalent to graduation from high school.

2. Successful experience working in an office environment and performing similar duties

### **Preferred Qualifications**

1. Successful work experience with ordering and receiving.
2. Training in budgeting.
3. Some successful experience in Information technology.

### **Necessary special requirements:**

- Montana Driver's license or the ability to obtain license within three months of hire date.

### **Equipment:**

- Uses a PC to manage assets, account for resources used, control and evaluate the performance of various complex systems.
- Proficient computer skills with the ability to learn new software.

### **Physical and Mental Demands and Work Hazards**

- Prolonged periods sitting at a desk, speaking on a phone and working on computer
- Regularly works inside with minimal temperature variations.
- The noise level in the work environment is usually quiet to moderate.
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.
- Carrying, pushing, and/or pulling; some climbing and balancing.
- Significant fine finger dexterity
- Required to be able to hear conversations in loud and quiet environments.
- May be required to lift or carry up to 20 pounds on an infrequent basis with or without accommodation.
- Guidance and reinforcement are usually available.
- The employee frequently works within time constraints and must maintain attentiveness intensity.
- Frequently involved in interactions that require oral and written communication.
- Exercises flexibility and the ability to shift from one task to another.
- Occasional travel/mobility between schools, or between schools and the Administration office, may be required.
- The work area is generally a hazard-free environment.

The duties, physical demands, work-environment characteristics, and mental/motor demands described within this vacancy announcement are representative of those that must be met by an employee to successfully perform the essential functions of this job with compliance with the American with Disabilities Act Amendment Act (ADAAA) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Please apply at: <https://bsd44.tedk12.com/hire/ViewJob.aspx?JobID=1125>