



Longview Independent School District

JOB DESCRIPTION

SECRETARY OF TECHNOLOGY — HELP DESK COORDINATOR

JOB TITLE:	Secretary of Technology Help Desk Coordinator	WAGE/HOUR STATUS:	Non-Exempt
REPORTS TO:	Director of Technical Services	TERMS:	226 Days
DEPARTMENT:	Technology	PAY GRADE:	Clerical/Para 5

PRIMARY PURPOSE:

Assist with the daily operation of Technology Department and provide coordination and primary contact responsibilities for the Technology Help Desk

QUALIFICATIONS:

Education/Certification:

Associate's degree in computer management/technical field, preferred

Special Knowledge and Skills:

- Proficient skills in typing, keyboarding, and file maintenance skills
- Knowledge of correct English usage, grammar, spelling and punctuation
- Basic math skills
- Ability to use personal computer and software to develop spreadsheets, data bases, and do word processing
- Ability to communicate effectively, both orally and in writing
- Basic knowledge of computer hardware and operating systems
- Ability to logically analyze problems and assess their nature and importance

Experience:

Three years secretarial experience, preferably in a public education environment

MAJOR RESPONSIBILITIES AND DUTIES:

Records, Reports, and Correspondence

1. Prepare correspondence, memorandums, forms, requisitions, and reports for the Technology Department office using a computer



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MAJOR RESPONSIBILITIES AND DUTIES: (continued)

Records, Reports, and Correspondence (continued)

2. Compile pertinent data as needed when preparing various state and local reports
3. Maintain physical and computerized departmental files

Phones

4. Answer incoming calls, take reliable messages, and route to appropriate staff; handle questions and requests that fall within level of responsibility

Help Desk

5. Answer Help Desk phones and assess problem reports
6. Perform basic computer hardware and software repair
7. Manage special technology projects
8. Create and maintain staff electronic accounts
9. Perform phone network administration tasks

Office

10. Input all information on purchases of supplies and equipment in the computer
11. Order office supplies for the department
12. Maintain a schedule of appointments for the Director of Technology services
13. Receive, sort, and distribute mail and other documents to department staff
14. Comply with district policies, as well as state and federal laws and regulations
15. Adhere to the district's safety policies and procedures
16. Maintain confidentiality in the conduct of district business



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MAJOR RESPONSIBILITIES AND DUTIES: (continued)

Office (continued)

17. Must be able to perform the essential functions of walking and interacting with students and/or district employees in the specific work site assigned (classroom or office setting)
18. Demonstrate regular and prompt attendance
19. Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

None

EQUIPMENT USED:

Copier, personal computer and appropriate software, typewriter, printer, calculator, fax machine and audio-visual equipment

WORKING CONDITIONS:

Mental Demands:

Reading, ability to communicate effectively (verbal and written); maintain emotional control under stress; coordinate district-wide curriculum functions; interpret policy, procedures, and data; work with frequent interruptions

Physical Demands/Environmental Factors:

While performing the duties of this job, the employee is regularly required to walk; sit; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear; frequently is required to stand; must frequently lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds; work involves considerable standing, moving, and lifting; repetitive hand motions; prolonged use of computer terminal possible; occasional district-wide travel; occasional state-wide travel; frequent prolonged and irregular hours possible; biological exposure to bacteria and communicable diseases; specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus



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EVALUATION:

Paraprofessional Evaluation

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties and skills that may be required. This job description is not an employment agreement or contract. The administration has the exclusive right to alter this job description at any time without notice.

Printed Name: _____

Signature: _____ Date: _____

ESTABLISHED/REVISED: April, 2013