

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

**Job Title: Administrative Assistant V-
Technology**

Department: Technology

**Grade I
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: November 2019

Reports To: Chief Technology Officer

Purpose of Job

The purpose of this job is to provide general clerical, secretarial, and administrative support to the Chief Technology Officer, Systems Administrators, Network Manager, Technology Coordinator, Senior Programmers, and Technology Department, as well as coordination and technical support for telephonic devices and security systems. Duties and responsibilities include research, bookkeeping, preparing reports, charts, graphs, PowerPoint presentations, maintaining files, purchasing and serving as liaison to administrative, staff, State and local government and the general public. This position will be the frontline communications for all Principals, Senior Leadership, and Stakeholders to the Technology Department and to act as a problem solver and coordinator of activities to those customers. Reports to the Chief Technology Officer.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Manages wireless business account to include 200+ wireless lines and cell phones for Principals, Department Supervisors, and Senior Leadership. Contacts service provider for plan changes and equipment upgrades. Troubleshoots and resolves cell phone issues, coordinates cell phone repairs, and tracks equipment inventory. Configures new cell phones, to include equipment update, data transfer, and exchange. Reconciles wireless business account monthly financial records.

Maintains and programs System Link Security System, including programming keyless entry cards, user codes, and system panel programming.

Audits and categorizes assets for removal from districts financial system. Compiles and provides detailed asset reports to Business Affairs Department for School Board approval of surplus property. Publishes

surplus property to government website for public bidding. Reconciles all sold surplus property with Business Affairs Department, auditing financial books with auction vendor. Assists with annual budget preparations for Chief Technology Officer and Technology Department accounts.

Maintains financial accounts (in excess of ten million dollars), requisitions, and purchase orders for the Technology Department; completes receiver reports; routes through proper channels and files pertinent information. Enters purchase requisitions and data into Munis. Maintains department credit card and reconciles monthly statement.

Assists with inventory tracking procedures for depreciated equipment, material transfers, and material acquisitions.

Prepares and revises departmental ISO documents to ensure compliance with school system policies.

Coordinates calendar activities including planning and scheduling appointments and meetings for the Chief Technology Officer and Technology Department. This includes notifying parties involved, receiving responses, making arrangements for facilities, and preparing agendas and other materials.

Prepares conference, off site training, and event registrations and itineraries, makes necessary travel arrangements, and prepares expense reimbursements for the Chief Technology Officer and other departmental staff.

Prepares, reviews, and processes department memberships, leave forms, timesheets, and mileage reports for the Chief Technology Officer and Technology Department.

Administration of employee time and attendance, to include review and approval of employee hours and leave requests.

Provide management of the hiring process for Summer Help.

Provides technology preparation for all formal board meetings, and some study sessions.

Coordinates onboarding process for outside entities (such as School Resource Officers) that are treated as employees for the purpose of district access and communications, to include the setup of and access to email, cell phones, district computers, entry systems, and surveillance systems.

Troubleshoots basic computer issues for employees to include accessing email and/or software programs, connecting to wireless networks, configuring email accounts and wireless networks on computers, tablets, and cell phones, among others, and entering online technology work orders

Serves as a coordinator and problem solver for landline telephone issues. Registers licenses for telephone systems, provides support to network technicians for landline issues, contacts and coordinates with telephone vendors for external equipment repairs, and contacts internal equipment servicing provider for necessary internal repair issues.

Updates phone systems with new employees, transfers, changes, and deletions for extensions and voicemail for the entire district, equating to 5000+ employees.

Acts as the primary point-of-contact for email account access and provides in-person and telephonic training regarding password reset and retrieval for all school system personnel.

Updates e-mail system with new employees, transfers, changes and deletions for the entire school system and internal groups, equating to 5000+ employees.

Facilitates setup and troubleshooting of guest wireless network access for outside entities, to include vendors, outside training staff, and public stakeholders.

Trains employees, when appropriate, on computer-related functions and processes and telephone features.

Coordinates the request, approval, contracting, and payment of temporary employees, to include extension of employment and outside vendor contracts.

Compiles invoices for school locations for chargeable technology merchandise.

Assists in planning and preparing for meetings and special events, to include issuing invitations, receiving responses, planning menus, preparing agendas, arranging travel, facilitating meeting setup, etc.

Enters work orders for maintenance repairs at Central Office and technology repairs at all school system locations, following through until completion.

Prepares and/or transcribes routine correspondence, forms, memoranda, reports, and other documents. Copies and distributes correspondence, reports, documents, and other related materials. Receives, opens, and distributes incoming mail; prepares outgoing mail.

Uses knowledge of various software programs to operate a computer in an effective and efficient manner, to include Word, Excel, Power Point, Outlook, Publisher, and Visio.

Serves as point-of-contact for all outside technology vendors.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

- High School Diploma (or GED) required.
- Three to five years of general office and bookkeeping experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Knowledge in Technology, Telephony, and Security Systems is a plus.

KNOWLEDGE OF JOB

Has comprehensive knowledge of the policies, procedures, and activities of the School System and Information Systems as they pertain to the performance of duties relating to the job of Administrative Assistant V-Technology. Has considerable knowledge of the School System and Information Systems practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations,

equipment needs, etc. as they pertain to departmental operations and activities. Able to effectively communicate and interact with supervisors, members of the general public, and all other groups involved in the activities of the department. Able to assemble information and make written reports and documents in a concise, clear, and effective manner. Has good organization and human relations skills. Able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Knowledgeable and proficient with computers. Able to read, understand, and interpret financial reports and related materials.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate with a reasonable level of skill a variety of office machines and equipment such as telephones, computers, calculators, copiers, fax machines, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work. Must be able to lift and/or carry weight of twenty to forty pounds.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to coworkers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Administrative Assistant-V Technology. Requires the ability to write reports with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Administrative Assistant V-Technology.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines, and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; compute discount, interest, profit and loss, ratio, and proportion; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes while using automated office equipment.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under minimal stress when confronted with an emergency related to the position of Administrative Assistant-V Technology.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date