Position: Administrative Assistant IV	**Position Number:**
Department/Site: Information and Technology Resources	**FLSA:** Non-Exempt – (Classified CSEA)
Reports to: Director, or other administrator in assigned area	**Salary Range**: 32

DESCRIPTION:

Under limited supervision, provide highly professional administrative assistance to the Vice President of Information and Technology Resources, or assigned area administrator, including typing, filing, creating reports, creating and maintaining records relating to budgets, personnel, and assignments; and perform specialized administrative duties including information technology support services. Independently coordinate the day-to-day administrative and the District-wide Help Desk operations of the department office, and provide accurate, reliable, and timely assistance and information to the public, students, administrators, faculty, and staff related to the services provided by the office.

DISTINGUISHING CHARACTERISTICS:

Administrative Assistant IV is the highest level classification among this administrative support series. The incumbents in this classification generally report to the Vice President of Information and Technology Resources or assigned administrator and work fairly independently to assist in the day-to-day operations of the office. The AAIVs are competent to provide a variety of administrative support tasks for assigned administrators and other departmental staff, and to perform most assignments independently including the district wide Help Desk functions. The Administrative Assistant IV is distinguished from lower levels of the series by the increased level of independence in decision-making and initiative expected, the expert knowledge of programs and policies expected, as well as the complexity of problem-solving needed to support all standardized Information Technology products and services used at the District-wide locations and tracks all support requests. This class normally also has a significant amount of public interaction. The incumbent also may perform specialized clerical and administrative duties, and any of the duties contained in lower levels of this classification.

REPRESENTATIVE DUTIES:

- Performs complex and responsible administrative support duties requiring specialized and extensive knowledge of an assigned administrative office.

- Provides administrative support to the administrative office in all matters relating to the business of the area, which may include the areas of: Help desk; accreditation; grant development; staff development; various review and certification procedures; specialized programs relating to student operations; contract preparation; and other areas as needed; and assist supervisor in development of presentations.

- Prepares and processes a variety of letters and documents, which may include statistical reports, personnel/employment forms and contracts, resolutions, manuals, contracts, grant applications, purchase requisitions, and reports. Composes memos and other correspondence.

- Assists in developing budgets, estimate budget projections, goals, objectives, policies and procedures; monitors budget allocations and expenditures, maintains accounting records and prepares financial reports.

- Classifies accounting transactions and maintains, reconciles, and closes accounts associated with budget.

- Prepares and processes operational documents related to budgeting, purchasing, personnel, payroll, contracts, and other administrative activities, including timekeeping records.

- Creates and maintains spreadsheets and/or databases for area as needed; prepares reports and final documents.

- Arranges interviews, appointments, schedules, and conferences; makes travel arrangements and itineraries related to functions of the assigned office; arranges committee and other meetings; coordinates preparation of workshops.

- Provide District-wide Help Desk support to include first level technology support for users and assist with problem resolution in technical areas.

- Assist users in resolving routine technical problems and answer routine technical questions related to the District software and hardware.

- Use the Help Desk tracking software to log, and assign, support tickets.

- Escalate user requests to a 2nd or 3rd level support when necessary. Notify management when a critical system wide resource becomes unavailable.

- Serves as a liaison between and among the department or division, students, the college, and the community at large; greets and assists office visitors and telephone callers; responds to questions; provides information as required; refers people to appropriate sources.

- Keep abreast of current trend on Help Desk operations. Attend necessary training for related standardized products and services.

- Perform related duties as assigned

Knowledge of:

- Current office methods and practices including filing systems, business telephone skills, letter and report writing.
- Office management techniques and procedures.
- Budget preparation and control.
- Computers and their applications in educational settings.
- Various types Information and multimedia technology.
- Various computer programs including word processing and spreadsheet and/or database applications, ERP systems and related software.
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Principles of troubleshooting and problem solving
- Working knowledge of help desk software database
- Interpersonal skills using tact, patience, and courtesy

Skills and Ability to:

- Type at a speed sufficient to perform the functions of this position.
- Learn and successfully apply office policies, procedures, rules and regulations.
- Use good judgment in recognizing the scope of authority as delegated.
- Analyze situations, make decisions on procedural, and detail matters without immediate supervision.
- Maintain security and confidentiality of records and information.
- Communicate effectively in both oral and written form.
- Interpret, communicate, and apply complex rules, regulations, policies and procedures related to assigned program, effectively.
- Operate computer systems and related peripheral equipment.
- Multitask, prioritize and meet schedules and timelines.
- Respond to inquiries in a courteous, tactful manner.

- Establish and maintain cooperative and effective working relationships with others.
- Demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- Associate degree in business, accounting, or computer science and three years of increasingly responsible office experience providing advanced knowledge and skills in current office practices; or the equivalent combination of training and experience that would indicate possession of the knowledge, skills, and abilities in this job description.
- Experience in an educational setting, including university, accounting and administration.
- Experience using help-desk software.

WORKING CONDITIONS:

Office environment; constant interruptions; dexterity of hands and fingers to operate a computer keyboard; sitting for extended periods of time; bending at the waist, kneeling or reaching to retrieve and file records.