**BRIGHTON SCHOOL DISTRICT**

**CLASSIFIED POSITION JOB DESCRIPTION**

**Job Title:** Technology Secretary

**Date Prepared or Last Modified:** November 2016, Reviewed August 2022

**Work Year:** 12 Months

**Department:** Technology

**Reports To:** Chief Information Officer

**SUMMARY:**  Provide administrative and secretarial assistance to the department and CIO. Process all technology related orders for district. Assist users with identifying problems and resolving them.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

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| D  D  D  D  D  W  W  W  W | 20%  15%  10%  10%  4%  3%  10%  10%  10% | Provide administrative and secretarial assistance to the Chief Officer as well as to the department, including composing reports; assist with maintaining appointment schedule, make travel reservations, answer, screen, take messages for calls to Chief; prioritize and distribute all incoming mail, create and distribute documents for the department; arrange and coordinate department meetings, maintain office equipment and office supplies stock, manage office operation, receive vendors, staff and visitors at Technology offices and facilitate assistance as needed.  Act as point of contact for ordering of District PCs, peripherals, and other technology equipment, assisting staff in identifying and selecting correct equipment. Maintain standard electronic equipment order forms. Managing process from quote through implementation to final vendor payment; Evaluate requests for purchase of computer equipment and supplies to determine appropriate procurement method.  Communicate with technology equipment and service vendors to obtain quotes, bids, and to maintain relationships; Develop effective relationships with vendors to facilitate business transactions and enhance future purchases; Compile and maintain organized purchase records by assuring that purchase activities are fully documented  Provide technology support for service desk calls, emails and walk-ins which includes finding solutions or workarounds and resolving calls immediately with the customer, creating tickets in FreshService; escalating tickets based on service level. Communicate with customers regarding call status and follow-up with customer to assess customer satisfaction  Coordinating computer warranty issues with third-party vendors, maintain accurate records of requests. Process departmental RMAs (Return Merchandise Authorization) for shipping and ensure credit.  Coordinate, review, verify and input employee payroll information into computerized payroll system for all classified employees in the department. Audit, adjust and approve department payroll entries. Audit department professional employee’s absences in AESOP.  Manage, allocate, monitor and maintain department budget; review budget to assess actual performance versus budget; maintain annual maintenance renewals schedule and integrate with budget; allocate code amounts within budget, process payments including purchasing card program; gather information for annual reporting; coordinate budget activities; keep Chief apprised of the budget status; Prepare Journal Entries for district wide charges related to purchasing, phones and other charges that are shared between schools. Submit them quarterly with all required documentation.  Evaluate all department payables ensuring requested payment is accurate and that they are coded to the correct department accounts. Facilitate payment.  Manage department purchasing cards and audit process. Coding charges to appropriate departments and ensuring all appropriate documentation is on file. |
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A 2% Coordinate hiring process for department employees including scheduling of committee members and candidates. Preparation of interview packets, completion of hiring recommendation; notification of applicants when a candidate is hired.

A 2% Assist in acquisition and testing of new equipment and software.

A 2% Coordinate registrations for district employees to attend technology trainings, facilitate and assist training team with training events.

Ongoing 2% Perform other duties as assigned.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EDUCATION AND TRAINING:** High school diploma or equivalent, plus specialized courses in computer information systems, networking, and office procedures.

**EXPERIENCE:** 2 years’ experience in Windows operating systems, local area networking, microcomputers, and Windows Office and GSuite products.

**SKILLS, KNOWLEDGE, & EQUIPMENT**.

* Advanced oral and written communication, interpersonal, time management, problem solving and report preparation  Strong organizational and multi-tasking skills
* Strong knowledge of accounting, budget systems and math
* Advanced knowledge of and experience with PCs, Microsoft Office, GSuite and Windows operating systems  Ability to maintain confidentiality in all aspects of job

**CERTIFICATES, LICENSES, & REGISTRATIONS:** None required.

**SUPERVISION/TECHNICAL RESPONSIBILITY** This job has no supervisory responsibilities. Acts a technical resource for hardware, software, peripheral, and telephone users throughout the district on a daily basis by assisting with problems and by providing training.

**JUDGMENT AND DECISION MAKING:** Work is self-directed and assigned by the volume of calls to the help desk.

This position requires strong technical knowledge, analytical skills, tact, and problem solving skills to listen to end-user, identify type and severity of equipment problems, and talk user through resolution or dispatch appropriate personnel to the site. Additionally, this position requires strong secretarial skills and knowledge to perform the department’s secretarial duties. Work is guided by product/service/system specifications and department and District policies and procedures. Decision making requires collaboration with Microcomputer Specialist and Telecommunications Coordinator. Supervisor is occasionally involved in decision making.

**DIVERSITY OF DUTIES:** Duties require thorough cross training in hardware, software, LAN and WAN networking, office equipment, Internet, E-mail, telecommunications, printers, copiers, and mainframe systems in the district. Additionally, must have strong secretarial and customer service skills and knowledge of department policies and procedures. Responsibilities extend across several district areas on a daily basis.

*The physical demands, work environment factors, and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**PHYSICAL DEMANDS** While performing the duties of this job, the employee is regularly required sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stoop, kneel, crouch or crawl. The employee is occasionally required to stand, walk, and climb or balance. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.

**MENTAL FUNCTIONS** While performing the duties of this job, the employee is regularly required to analyze, communicate, instruct, compute, evaluate, and use interpersonal skills. Frequently required to coordinate and synthesize. Occasionally required to compare and copy.