

ST. TAMMANY PARISH SCHOOL BOARD

**Covington, Louisiana
Job Description**

TITLE: Information Technology Software Support Clerk III (FLSA Status: Exempt)

MINIMUM QUALIFICATIONS:

1. U. S. Citizen or authorized alien
2. High School Diploma and post high school training in computers and word processing
3. Ten years of clerical experience involving use of computers, word processing, electronic spreadsheets and secretarial duties. (Additional experience may be substituted for formal training)
4. At least three years of experience must have included the direct support and/or training of users for hardware and software support

REPORTS TO: Chief Information Officer

JOB SUMMARY:

This position provides support for information technology users. Support involves all aspects of aiding users with operations, use of various software products provided by information technology, use of word processing and computers installed by information technology, requests for service and resolving user problems with automated systems. Work is performed for information technology functions provided in all areas, particularly school and parent related applications where all support is generally via telephone. An essential characteristic of the position is the requirement to answer large numbers of questions that have an innumerable number of variations. The first step is to interpret the specific user's perceptions to determine the actual problem.

Work is performed in accordance with the general training provided by and under the supervision of the information technology technical staff. This position does not supervise any other positions. This position is distinguished from other clerical positions by its specific assignment to information technology related functions and by its being required to understand and apply information technology techniques and procedures, regardless of the specific departmental application.

ESSENTIAL JOB FUNCTIONS:

1. Manages and resolves where possible calls to information technology about software or hardware generated from mechanical or procedural problems encountered by users.
2. Determines the appropriate technician for problem calls related to programming, operations or network problems.
3. Works with staff to acquire information and provide instructions for operations to complete user report and/or service requests.
4. Collects fees for chargeable services provided to outside agencies.
5. Provides secretarial functions for information technology.
6. Checks all output routed through the clerk's office, regardless of source, for accuracy, reasonableness and completeness.
7. Files, types, handles mail, prepares correspondence and purchase orders.
8. Maintains support and maintenance contracts for various hardware, software and services.
9. Maintains records of all system users and user changes.
10. Maintains inventory of forms and supplies for department

ADDITIONAL DUTIES AND RESPONSIBILITIES:

Performs other general information technology clerical duties as assigned.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

1. Possesses physical skills and stamina to perform job responsibilities.
2. The employee is required to work in a sitting position while operating from the computer keyboard.
3. Must be able to use hand and finger activities, handle or feel objects, and use tools or controls.
4. The employee is occasionally required to stand, walk, stoop, or work from a bending position.
5. Must tolerate horizontal, overhead, and low level reaching with both hands in performing work such as retrieving manual computer runs, and filing and handling.
6. Must on occasion run, load, and unload equipment.
7. Must be able to lift information technology equipment, forms, and boxes.
8. Must possess the ability to train personnel and clearly communicate instruction in the use of applications.

TERMS OF EMPLOYMENT: Twelve months per year; salary in accordance with current salary schedule.

ACCOUNTABILITY: Performance of this job will be evaluated in accordance with provisions of the Board's policy

The Superintendent reserves the right to review, revise, update or change the job and any/all duties due to job content, organizational structure or state or federal laws.

Approved by: _____

Date: _____

Reviewed and Agreed to by: _____
(Incumbent)

Date: _____

Incumbent's Name (Please Print)

Employee Identification Number