

ST. TAMMANY PARISH SCHOOL BOARD
Covington, Louisiana

Job Description

TITLE: Information Technology Software Support Clerk II (FLSA Status: Non-Exempt)

MINIMUM QUALIFICATIONS:

1. U. S. Citizen or authorized alien
2. High School Diploma and post high school training in mainframe terminal operations, micro-computers and word processing
3. Three year of clerical experience involving use of mainframe terminal procedures, micro-computers, word processing, electronic spreadsheets and secretarial duties. (Additional experience may be substituted for formal training)
4. At least one year 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 is the first line of support for information technology users. Support involves all aspects of aiding users with terminal operations, use of various software products provided by information technology, use of word processing and micro 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 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. No supervision is required of this position.

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 terminal network problems.
3. Works with staff to acquire information and provide instructions for operations to complete user report and/or service requests. Collects fees for chargeable services provided to outside agencies.
4. Provides secretarial functions for information technology. Backs up the departmental microcomputer system data.
5. Provides as much support as possible to other secretaries using information technology installed microcomputers and word processing.
6. Responsible for learning all functions of Electronic Mail. Collaborating with technical staff, trains and supports other users, serves as the system administrator and participates in continuing in-service when mail is enhanced.
7. Maintains mainframe computer statistics on the microcomputer spreadsheet software.
8. Checks all output routed through the clerk's office, regardless of source, for accuracy, reasonableness and completeness.
9. Files, types, handles mail, prepares correspondence and purchase orders.

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 form equipment.
7. Must be able to lift information technology equipment, forms, and boxes.

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 on Evaluation of support Services Personnel.

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: _____
Reviewed and
Agreed to by: _____
(Incumbent)

Date: _____
Date: _____

Incumbent's Name (Please Print)
Original-Human Resources Department
(Rev. 4/2021)

Copy-Supervisor

Employee Identification Number
Copy-Employee