

Support Associate VI-Technology (Specialty)
New Hanover County Schools

Job Description

Class: Classified
Division: Technology & Digital Learning

TITLE: Support Associate VI-Technology (Specialty)

QUALIFICATIONS:

1. High School degree or equivalent.
2. Extensive, broad experience in an office environment with responsibility for a large variety of complex duties.

REPORTS TO: Director of Technology

JOB GOAL: Billing analyst, E-rate coordinator and administrative duties assigned for compliance data, governance and state regulations.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to schools and technology.
2. Provide training for site copier contacts, maintain accurate records on each copier/printer location, reconcile reports and distribute to schools/locations. Bill departments at the year-end based on yearly usage.
3. Assist with Departmental Documentation and technical writing.
4. Responsible for district E-Rate applications including Requests for Proposals (RFP), processing orders and verifying equipment delivery.
5. Reconcile telecommunication bills for accuracy and discounts, and process them for payment.
6. Create correspondence, reports, forms, memos, and flyers.
7. Handle paperwork required for staff development workshops and meetings set up.
8. Assist and provide backup for payroll and contract processing paperwork.
9. Perform related duties and responsibilities as requested by the Director of Technology.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve-month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: 69

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrate extensive knowledge of office procedures, Microsoft Office Suite and Windows operating systems.
- Strong Financial acumen.
- Meticulous attention to detail.
- Capable of screening visitors, calls and mail and directing them appropriately.
- Skilled in composing correspondence, reports, forms and generating reports.
- Process registrations and make travel arrangements.
- Competent in maintaining accurate records on each copier for the entire school system.
- Effective at coordinating with others to meet deadlines and accomplish tasks, both independently and collaboratively.
- Proficient in word processing, spreadsheets, and database management, with a focus on data entry/Excel.
- Physical ability able to exert up to 20 pounds of force (occasionally) and dexterity to perform the duties and responsibilities of the job