GATEWAY UNIFIED SCHOOL DISTRICT

DEPARTMENT SECRETARY, TECHNOLOGY SERVICES
RANGE 10

Under the supervision of the Director of Technology Services the department secretary will perform technical support to assist in the coordination of district-wide programs, perform complex and responsible secretarial duties, assume and perform other related duties as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

HELP DESK

- Analyze phone calls from remote users with computer-related problems to determine a logical solution to their problem or forward the problem to the appropriate technician.
- Create and maintain user accounts, including but not limited to, file system rights, passwords and printer access.
- Maintain VoIP voicemail system in reference to user access and voicemail assignments. Maintain necessary documentation.
- Purchase, program and troubleshoot district cell phones. Duties include, but are not limited to, updating phone software, maintaining and updating user database, updating address book, maintain appropriate documentation and bill review.
- Ability to perform web-based reporting and research.

DEPARTMENT SECRETARY

- Perform responsible technical and complex secretarial duties in support of the Director and/or department. Coordinate department functions to relieve the Director of routine details.
- Make telephone calls to verify, receive or transmit information.
- Receive, open and screen incoming mail.
- Independently compose replies according to established guidelines and procedures.
- Compose memos, letters or other materials independently or from rough draft.
- Arrange meetings, including preparing agendas, recording minutes, distributing materials and notifying participants.
- Assist with purchasing equipment, including requesting equipment quotes, creating purchase orders and tracking returned RMA items.
- Maintain comprehensive records, including preparing reports and files.
- Receive, store and distribute supplies and office materials.
- Assist the Director in maintaining an accurate inventory of all District technology equipment.
- Work closely with the Director to ensure the District is compliant with requirements of the Federal E-rate Program. Assist the District in obtaining the most benefit from the program.
- Assist Director of Technology Services and District CALPADS Coordinator in the following items pertaining to CALPADS: knowledge of data reconciliation; research and compile information in order to reconcile resolutions with other districts; experience with SSID requests and knowledge of importing SSID numbers; ability to create CALPADS extracts in Aeries and upload for State reporting
- Archive permanent District files to the Laserfiche document management system as assigned.

EDUCATION and/or EXPERIENCE

- Equivalent to the completion of the twelfth grade and a minimum of three years of office experience.
- E-rate and CALPADS experience desirable.

- Excellent communication skills, both verbal and written.
- Aeries CS experience desirable.

Ability to:

- Comprehend, interpret and communicate clearly and concisely, both orally and in writing.
- Maintain current knowledge of program rules, regulations, requirements and restrictions, including federal, state and local policies.
- Analyze data for the purposes of extracting information integral to assigned project. This involves various analytical tools in order to provide multi-faceted results.
- Plan, organize and prioritize workload and project tasks. This includes preparing for multiple, overlapping deadlines.
- Analyze situations accurately and adopt an effective course of action
- Work independently with little supervision
- Meet schedules and timelines; overtime required and mandatory during peak processing periods

QUALIFICATIONS

Knowledge of:

- Rules and regulations related to assigned activities
- Research methods and report writing techniques.
- Policies and objectives of assigned program and activities
- Modern office practices, procedures and equipment
- Interpersonal skills using tact, patience and courtesy
- Proper office methods, practices and procedures, including computerized record keeping systems, asset tracking systems, Microsoft Office
- Individual needs of clients as related to assigned projects.
- Principles and procedures of financial record keeping and reporting.
- Proper English usage, spelling, grammar and punctuation.
- Intermediate mathematical computations
- Strong Microsoft Excel knowledge

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is regularly required to walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to stand. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision and peripheral vision.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LICENSE'S AND OTHER REQUIREMENTS

- Possess a valid California Driver's License.
- Pass the General Clerical Exam administered by the district at the 60th percentile or above.
- Type 60 net words per minute on a 5-minute timed writing (Outside certificate is acceptable).