

## **ENTERPRISE SYSTEMS ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of computer operations involved in processing, generating and printing checks, reports, documents and various other materials; performs electronic file transfers; orders supplies and materials; schedules equipment maintenance and repair and assists with inventory; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is a journey-level classification in the Enterprise Systems series responsible for independently performing computer operations such as processing and generating reports and performing electronic file transfers. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Utilizes computers and peripheral equipment to input and update data, provide links to data, and generate payroll and accounts payable checks and a variety of documents and reports; initiates queries, compiles information, processes reports and manipulates data as appropriate.
- Sorts and reviews printing, data, document and reporting requests; develops and maintains printing schedules and timelines; prepares requests for processing; reviews completed printing jobs for completeness and accuracy.
- Transfers electronic files for payroll and accounts payable to outside agencies.
- Establishes, maintains and updates automated records and files; maintains data integrity; prepares and stores backup data files in accordance with established procedures; monitors available system disk space; moves and resizes files to provide for program running as needed; maintains library of back-up files.
- Monitors computer hardware and software system operations to assure proper and efficient functioning; performs a variety of general computer maintenance functions such as rebooting systems, performing restores, and running maintenance applications.
- Maintains tracking system for WiFi hot spots and mobile phones; notifies service provider of new connection and disconnect requests; transfers service requests to provider.

- Performs routine preventive maintenance on printers and related peripherals; coordinates equipment maintenance and repair with vendor; maintains inventory of toner, maintenance kits, paper stock, and related supplies.
- Maintains a variety of records related to production, back-up data files and assigned activities.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

#### **Education:**

- Equivalent to completion of the twelfth (12th) grade.

#### **Experience:**

- Three (3) years of experience involving data processing and computer operations.

### **Licenses and Certifications:**

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

### **Knowledge of:**

- Principles, methods and procedures of operating computers and peripheral equipment.
- Data control procedures and data entry operations.
- Principles and practices of data management and report preparation techniques.
- Record-keeping and inventory techniques.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Initiate queries, compile information, process reports and manipulate data as appropriate.
- Maintain data integrity and prepare backup data files.
- Type or input data at an acceptable rate of speed.
- Provide assistance to system users concerning software applications, operations and malfunctions.
- Detect errors and inaccuracies in data output reports.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.