

The Information Technology Administrative Support Specialist performs confidential specialized duties requiring significant understanding in their area of assignment in order to support with daily operations of the district. Areas of assignment may include support of departmental operations, customer service, accurate record keeping, or other areas as assigned.

**Chain of Command**

The Information Technology Administrative Support Specialist reports to the Director of Information Technology & Emergency Management.

**Competencies of the Information Technology Administrative Support Specialist**

The Information Technology Administrative Support Specialist should possess the following:

- Exceptional written and verbal communications skills
- Strong organizational and time management skills
- Strong customer service skills
- Knowledge of relevant federal and state law as pertinent to public education as well as District policies and guidelines
- Proficiency with various software tools, such as Microsoft Outlook, Word, Excel, and Adobe Acrobat

**Essential Duties of the Information Technology Administrative Support Specialist**

The Information Technology Administrative Support Specialist performs the following duties, including, but not limited to:

- Under direction of the Director of Information Technology & Emergency Management, support with the operations of the Information Technology & Emergency Management department as assigned
- Provides secretarial support to the Director of Information Technology & Emergency Management, such as answering phones, calendaring, email, notetaking, filing, organization, etc.
- Produce departmental budget reports
- Monitor, maintain and assign Information Technology work orders from dispatch queue
- Reconcile departmental time records
- Schedule interviews and complete confidential reference checks
- Interact with department vendors and contract services regarding scheduling and billing reconciliation
- Facilitate the ordering of department supplies and equipment
- Occasionally cover secretarial duties for other departments at the District Office as needed
- Administrative support member of the Emergency Management Team
- Monitor and respond to the District Crisis Line
- Monitor, track and report 911 calls throughout the District
- Maintain accurate records
- Interpretation of district policies and procedures
- Collaboration with other department team members to support the overall operation of the Department and support the needs of schools and departments
- Performs other duties of a similar nature and level, as assigned

**Minimum Qualifications**

High School Diploma or GED and two years of specialized experience related to the area of assignment are required; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing/Certification Requirements**

- AZ Driver's License
- AZ Fingerprint Clearance Card

**Date Revised**

10.13.2020