



Administrative Secretary Information Systems

IT/8

JOB SUMMARY

This position provides administrative support for the department.

MAJOR DUTIES

1. Provides support to the help desk; answers service desk help line; resolves problems or prepares work order.
2. Researches product information, availability, and best prices for hardware or software; prepares quote sheets; distributes information to departments.
3. Maintains accurate personal time sheet records; enters bi-weekly payroll.
4. Purchases and maintains cell phones for county employees; reviews monthly billing; corrects billing errors; balances invoices.
5. Purchases and maintains pagers for county employees; reviews monthly billing and corrects errors; balances invoices.
6. Orders PCs, printers, and software; develops spreadsheets tracking department orders.
7. Provides routine administrative support; composes and types documents; creates spreadsheets; files documents.
8. Maintains office supply and equipment inventory.
9. Receives incoming telephone calls; provides answers to routine inquiries or refers them to other personnel.
10. Opens, sorts, and delivers mail.
11. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of the principles and practices of records management.
2. Knowledge of computers and job related software programs.
3. Knowledge of modern office practices and procedures.
4. Skill in public and interpersonal relations.
5. Skill in the use of fax machine, scanner, copy machine and other office equipment.
6. Skill in oral and written communication.
7. Skill in troubleshooting hardware and software problems.

SUPERVISORY CONTROLS

The Assistant Information Services Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include and county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related clerical duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide administrative support for the work of the department. Success in this position contributes to the efficiency and effectiveness of department operations.

CONTACTS

- Contacts are typically with members of the general public, other county employees, and vendors.

- Contacts are typically to give or exchange information; resolve problems; and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while typically standing or walking.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.