

INFORMATION TECHNOLOGY ASSISTANT

JOB PURPOSE AND SUMMARY

Performs administrative duties and executive support of a highly sensitive and confidential nature to the Information Services Director and department managers; and oversees and coordinates highly technical administrative projects.

Public relations is a major element in the performance of duties assigned to this class. Contact is in the form of meetings, correspondence and telecommunication with employees, managers, Directors and other individuals inside and outside the department and County. Communications often require knowledge of the supervisor's activities, and the basis for, and implications of, policies, programs and projects. Supervision of other employees is not an element of work performed by an incumbent of this class.

CLASSIFICATION DISTINCTIONS

This is a single incumbent position that is distinguished from the Administrative Assistant classification by the requirement of advanced knowledge specific to the delivery of information systems and services, and from other clerical classifications by the body of subject matter knowledge necessary to perform the duties, being more directly pertinent to long-term strategic technology planning projects and assignments, the number of IT managers and department staff supported, to interpersonal and written communication skills. The work is performed with considerable independence, judgment and discretion. The results of assigned tasks and projects have direct impact on the accomplishment or establishment of the information systems delivered to county departments, the City of Vancouver, and local municipalities.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

This is a representative list of tasks and is not intended to be exclusive or comprehensive.

- Provides a full range of confidential administrative support to the Information Services Director and department managers to complete a variety of assignments of a sensitive nature.
- Keeps managers informed of significant items requiring supervisory review or action; obtains information from staff members, calls attention to deadlines, and obtains progress reports; maintains frequent contacts for managers with other departments and agencies.
- Prepares agendas for meetings, functions and conferences; attends meetings and participates on committees with or on behalf of manager; takes notes or minutes of significant parts of discussion, issues and planned future events pertaining to business at hand.

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- Manages calendars for the IS Director and department managers.
- Maintains critical contact lists and coordinates mandatory systematic updates of system access security codes with staff.
- Evaluates incoming communications and schedules requests for appropriate timeliness and attention, including written materials to department managers and the Director.
- Maintains and interprets departmental policies and procedures in coordination with the collective bargaining agreement and county policy. Evaluates proposed changes of departmental policies and makes recommendations.
- Responsible for coordinating and responding to public records requests.
- Researches, compiles information, and coordinates special projects for delivery of technology services as assigned.
- Provides support to department finance function as assigned.
- Provides staff support to facilitate internal operations and external relations with stakeholders.
- Makes travel arrangements as requested.
- Performs related work as required.

QUALIFICATIONS

Requires Bachelor's degree in business or public administration or related field; or four years of administrative experience supporting technology services.

Knowledge of: office practices and procedures; information systems and services; considerable knowledge of business English, punctuation, grammar, syntax and spelling; effective research methods and recordkeeping; governmental budgeting procedures and fiscal planning methods.

Ability to: apply initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations; compose correspondence and reports in a literate manner; prepare and present material in clear and comprehensible terms; maintain a pleasant, courteous, professional and helpful demeanor in all personal contacts; understand and execute complex oral and written instructions and to apply available guidelines to various situations; develop and maintain effective working relationships with co-workers, supervisors, the general public, and employees and officials of other departments and agencies.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Work is generally performed in an office setting with comfortable environmental conditions. Work involves a high activity level and pace, competing time demands, and sensitive political and personnel issues. Essential tasks require typing/keyboard skills, phone usage, reading, speaking, and listening.

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