

KITSAP COUNTY CLASS SPECIFICATION

TITLE: ADMINISTRATIVE SPECIALIST - INFORMATION SERVICES

DEPARTMENT: Information Services

REPORTS TO: Computer & Network Services Manager

GENERAL STATEMENT:

Exercises full occupational level administrative support skills performing administrative, accounting, and specialized duties familiar to the Technology Industry. This position has major independent administrative responsibilities as well as being an active participant in the Director's work. Responsibilities include voice mail administration, telecommunication billing, and central Help Desk support for the department.

Work is performed under general supervisory guidelines and requires the use of independent judgment in the completion of assigned duties. Work is reviewed by the Department managerial staff through reports, meetings and conferences for results obtained, timeliness and conformance to established policies and objectives.

ILLUSTRATIVE EXAMPLES OF DUTIES: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Essential Job Functions:

Responsible for routine support of the Voice Mail administration system. Generate call detail information for billing purposes. Update system indexes and data elements as necessary. Reconcile telecommunication call administration software with Access database billing system. Develop and maintain computerized database for billing and inventory purposes. Develop output documents and reports. Develop billing methodology. Maintain departmental rates and charges, update monthly billings to include modifications to service and incorporates long distance, calling card, pager, and cellular phone charges into billings. Generate telecommunication inter-fund billing transactions for all user departments.

Assist in department budget preparation by gathering pertinent information and statistics. As requested, attend budget meetings, determine expenditure needs, prepare equipment contracts, determine project needs, and prepare budget materials/worksheets. Work with Purchasing Department in procuring supplies and equipment.

Provide department-wide computer hardware/software and telecommunications response to callers of the Help Desk; work with caller to diagnose problems and assist user with resolution or arranges for other staff, vendors or maintenance contractors to solve the problem; prepare work orders for problems not immediately resolved; serve as focal point with user until resolution.

Maintain the ongoing inventory of all system equipment in use throughout the County. Prepare annual report to Auditor's Department of system assets in service and in stock. Maintain work order log for development of service billings and updating of inventory records.

Review telecommunication fund vouchers and recommends approval. Monitor expenditure and revenue information, analyze fund activities, reconcile charges to user departments with operational costs and prepares periodic or special financial reports.

Develop Information Services annual cost estimates for inter-fund departmental budget estimates based on annual operating budget and service fees. Make recommendations for rate adjustments when necessary.

Oversee preparation and distribution of updates to county telephone directories.

Perform confidential administrative or secretarial duties for the department director and managers. Draft and review letters and other correspondence.

Coordinate department special projects, arrangements and activities that require extensive contacts within and outside of the department. Coordinate and arrange training for departmental staff.

Respond to inquiries from the public by phone, through correspondence or in person. Assist in developing public information materials.

Provide administrative support through any additional research or information as requested.

Appear for scheduled work with regular, reliable and punctual attendance. Establish and maintain cooperative, effective, and productive working relationships using tact, patience and courtesy. Effectively plan and organize work and complete tasks within prescribed timeframes. May be required to work over 40 hours in a workweek.

Other Job Duties:

Perform other related duties as assigned.

DISTINGUISHING FEATURES:

Positions of this class provide administrative support to key personnel such as heads of large departments or offices, or in situations of equivalent complexity and responsibility. Positions at this level have major independent administrative responsibilities as well as being active participants in the supervisor's work. Incumbents of this class have independent responsibilities, accomplish varied complex administrative projects and make decisions in administrative matters.

WORKING CONDITIONS/PHYSICAL ACTIVITIES:

Work is performed primarily in an office environment, where extended periods of sitting may be required. Substantial telephonic and in-person contact with other departments and agencies requires the ability to communicate effectively. The ability to operate a personal computer is required. Must be able to collect, assimilate and analyze data and information related to areas of responsibility.

KNOWLEDGE AND ABILITIES:

Knowledge of: Telecommunication Voice Mail administration, Technology Department Help Desk operation, Accounting processes, and office administration principles and techniques. Policies, procedures, and practices applicable to public office functions. Data collection procedures and methodology. Research and analysis methods. Computer software programs including Microsoft Word, Excel, and Financial Reporting. Practices, techniques, policies and procedures for applying for debt instruments. Record keeping systems and accounting and budgeting procedures.

Ability to: Establish and maintain effective working relations with other employees, financial institutions, public and private officials and the general public. Read, understand and execute complex oral and written instructions. Communicate effectively both orally and in writing. Compile data and prepare reports to properly identify and present data. Operate a variety of office equipment, including a personal computer, copiers, recording equipment and projectors. Apply established guidelines to widely varied situations. Establish and maintain complex record-keeping systems. Work independently and make appropriate decisions regarding work methods and priorities. Use tact and diplomacy.

QUALIFICATIONS:

Four years progressively responsible experience in the area of office administration, research and analysis, voice mail administration, help desk, or related field is required; or any equivalent combination of related education, training and experience which provides the applicant with the desired skills, knowledge and abilities required to perform the work.

Previous computer experience is required. Prior experience using a personal computer required, and experience using Microsoft Word, Access and Excel in an office situation is preferred.