

**SACRAMENTO CITY UNIFIED SCHOOL DISTRICT**  
**Position Description**

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|------------------------|--|------------------------------|---|
| <b>TITLE:</b>          | Technology Office Assistant                                      | <b>CLASSIFICATION:</b>       | Classified Non-Management (SEIU/Office-Technical) |
| <b>SERIES:</b>         | None   | <b>FLSA:</b>                 | Non-Exempt  |
| <b>JOB CLASS CODE:</b> | 1534   | <b>WORK YEAR:</b>            | 12 Months   |
| <b>DEPARTMENT:</b>     | Technology Services  | <b>SALARY:</b>               | Range 41<br>Salary Schedule C                     |
| <b>REPORTS TO:</b>     | Assistant Superintendent,<br>Information Education<br>Technology | <b>CABINET<br/>APPROVAL:</b> | 11-08-13  |

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**BASIC FUNCTION:**

Technology Office Assistants are responsible for providing administrative support to an information technology (IT) organization. The Technology Office Assistant will support the information technology executive.

**DISTINGUISHING CHARACTERISTICS:**

Under this direction, organize and perform clerical duties, upload pre-approved social media/web content, prepare department billing, manage department absences and calendars, administration of internet cloud accounts, managing calendars, scheduling meetings, screening and handling office communications, greeting and directing visitors and other administrative Technology Services procedures as assigned.

**REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)**

Support the administrative needs of the technology organization; technical administrative assistants are subject matter experts in using office productivity applications. **E**

Rely on automated, integrated computer solutions to manage and disseminate information, plan and schedule meetings and maintain administrative records. **E**

Conduct research for IT projects and be adept at using technological means to complete these duties. **E**

Possess excellent interpersonal skills and be comfortable interacting across multiple levels of the organization and liaise with other departments, personnel and external business entities in serving as the primary administrative point-of-contact and are able to convey complex information in tangible technology industry terms. **E**

The Technology Office Assistant is well organized and detail oriented; can leverage these skills to effectively manage their time, as well as the dynamic schedules of the Technology Services executives they support. **E**

Demonstrate advanced proficiency in personal computer applications, which include Microsoft Outlook, Word, Excel, PowerPoint, Publisher and VISIO. **E**

Demonstrate advanced proficiency in using and uploading content to Internet social media tools and Internet cloud systems. Assist with updating the district technology website and intranet site. **E**

The duties of the Technology Office Assistant are comprised of providing administrative support to Technology Services staff members, correspondence, coordinating schedules and travel arrangements and confirming appointments. **E**

At times, and under the direction of a Technology Services executive, will conduct technical research and analysis. Collect, proofread, edit, format and distribute documentation needed by staff, such as technical user guides, policy information and other relevant data. **E**

Process department billings, purchase orders, and conduct clerical responsibilities pertaining to the department budget. Maintain, organize, and process invoices for the department’s telecommunications and Internet vendors and E-Rate program. **E**

Track and maintain Technology Services Department absences and scheduling record keeping and monthly submission of department absence batches. **E**

Prepare and type letters, bulletins, newsletters, memoranda, agendas, lists, logs, and other written communications on a computer or mobile device. **E**

Prepare, compile and maintain data, reports, files, and records, as needed. **E**

Prepare presentations using a variety of technologies and tools, as needed. **E**

Provide information concerning district policies, procedures, and programs as needed; communicate effectively with parents, the public and District personnel and members of the Board of Trustees orally and in writing, if directed to. **E**

Review and verify accuracy and completeness of various documents and forms both electronically and in hard copy; maintain confidentiality of materials and information. **E**

Serve as receptionist for the department and direct visitors to appropriate District personnel and Offices. **E**

Receive, screen and route mail and other documents within the department. **E**

Operate computers, mobile devices, presentation devices applicable software programs and peripheral equipment to enter, process, revise, and update information; operate a telephone, copier, other office equipment as assigned. **E**

Responsible for maintaining office equipment and requesting repair service as needed. **E**

Order supplies for the department. **E**

Perform related duties as assigned.

**TRAINING, EDUCATION, AND EXPERIENCE:**

Any combination equivalent to: graduation from high school, three years of clerical work experience, and one year of hands-on computer experience.

**LICENSES AND OTHER REQUIREMENTS:**

Overall scores in computer software testing program preferred as follows:

- Keyboarding..... 35% Correct WPM
- Word.....70% Overall Score
- Excel.....70% Overall Score

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- District policies, procedures, and terminology.
- Applicable sections of State Education Code, and state, federal, and other applicable laws including policies related to students.
- Accurate record-keeping techniques and filing systems.
- Operation of a computer, scanner, related software, and standard office equipment.
- Query statements, database programs, etc.
- Receptionist and telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Interpersonal skills using tact, patience, and courtesy.
- Report writing methods and techniques.
- Current office practices, procedures, and equipment.
- Oral and written communication skills.
- Health and safety regulations.

**ABILITY TO:**

- Perform the basic function of the position.
- Prepare and maintain files and documents.
- Operate a computer, scanner, related software, and standard office equipment.
- Perform computational tasks with speed and accuracy.
- Maintain records and prepare reports.
- Lift light objects according to safety regulations.
- Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.
- Communicate effectively, both orally and in writing.
- Understand and follow oral and written directions in English.
- Complete work with many interruptions, and meet schedules and timelines.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Work confidentially with discretion.
- Meet state and district standards of professional conduct as outlined in Board Policy.

**WORKING CONDITIONS:**

**SAMPLE ENVIRONMENT:**

Office and site environment; constant interruptions; drive a vehicle to conduct work.

**SAMPLE PHYSICAL ABILITIES:**

Sit for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; reach overhead, above the shoulders, and horizontally; bend at the waist or crouch to retrieve and store files and supplies from cabinets and shelves; hear and speak to exchange information in person or on the telephone; see to view a computer monitor, read, prepare, and proofread documents related to assigned activities; lift light objects.

**SAMPLE HAZARDS:**

Occasional contact with dissatisfied or abusive individuals; exposure to dust when equipment is installed or moved.

**APPROVALS:**

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Ken A. Forrest, Chief Business Officer

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Date

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Jonathan P. Raymond, Superintendent

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Date