



LARAMIE COUNTY

JOB DESCRIPTION

TITLE: Administrative Assistant - I.T. Help Desk

FLSA: Non-Exempt

DEPARTMENT: Information Technology

REVISED:

Summary: Under direct supervision, performs a variety of general administrative tasks and provides clerical assistance and technical help-desk and minor computer operation support to the Information Technology Department.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Provides general administrative support including maintaining files and databases, producing reports and publications, answering telephones, processing mail, copying, and faxing.
- Prepares correspondence including letters and memos.
- Orders office supplies/equipment and coordinates with supply vendors; maintains equipment inventory for I.T. Department and Countywide I.T. equipment needs.
- Maintains office equipment and coordinates maintenance work orders.
- Provides customer service assistance to internal and external parties.
- Performs accounting and financial record keeping activities including, creating invoices and preparing bills for payment.
- Provides word processing and data entry support.
- Maintains and updates departmental forms.
- Takes, prepares and maintains meeting minutes as required.
- Processes and performs data management in relation to department personnel information as required.
- Prepares reports, spreadsheets, statistical data and project information as required.
- As required, processes legal documents and other paperwork.
- Creates user accounts on the County computer system.
- Monitors computer system for informational errors and forwards results to appropriate I.T. Staff.
- Performs system backups and monitors the system firewall, forwarding information to I.T. Staff.
- Performs general I.T. help desk assistance to all County users.
- Performs other duties as assigned or required.



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Knowledge and Skills:

- Knowledge of administrative/clerical practices and processes.
- Knowledge of standard office software applications.
- Knowledge of standard office equipment.
- Knowledge of customer service standards and protocol.
- Knowledge of record keeping and basic accounting processes.
- Knowledge of technical help-desk requirements and minor computer operations.

- Skill in coordinating day to day administrative activities for area in which assigned.
- Skill in performing general administrative support functions.
- Skill in providing customer service assistance in person and by telephone/email.
- Skill in effectively interacting with the general public and other relevant parties.
- Skill in preparing and maintaining correspondence, reports, records, documentation and files.
- Skill in providing technical help desk assistance and performing some first level computer operations.

Minimum Qualifications:

High School Diploma or equivalent; two (2) years of office clerical support experience; including I.T. help desk and first level computer operations; or equivalent combination of education, training and experience. Depending on area of assignment, additional licenses, certification may be required.