**CITY OF BELLINGHAM**

**JOB DESCRIPTION**

| | | |
|---|---|---|
| **JOB TITLE:** | **Information Technology Office Assistant** | **UNION:1937** |
| | | **SG:107** |
| **CLASS TITLE:** | **Office Assistant III** | **CS:Y** |
| | | **FLSA:Y** |
| **DEPARTMENT:** | **Information Technology Services** | **EEO4CODE:AS** |

## JOB SUMMARY:

Performs a variety of tasks in response to administrative service desk requests such as basic and intermediate web editing and web page creation, correcting broken links on the City's public and internal web sites, scanning and uploading documents and, data entry and migration. Operates and performs basic maintenance on high-speed production scanner. Performs intermediate to advanced level word processing tasks using Microsoft Word and other forms tools. Assists the Accounting Technician with data entry tasks for the financial system. Performs check-printing support services.

Performs receptionist duties including greeting visitors and answering, screening and directing incoming phone calls. Routes calls to voicemail or takes messages for Information Technology Service Department staff. Answers Service Desk phone calls and assigns technical service desk requests to the appropriate IT staff member based on established procedures.

## SUPERVISORY RELATIONSHIPS:

Reports to the ITSD Director. Works under general supervision and in accordance with City and departmental policies and procedures.

## ESSENTIAL FUNCTIONS:

1. Performs intermediate to advanced level word processing tasks for City Departments using Microsoft Word and other forms tools such as FoxIt and Cognito Forms. Enters and edits text, control and format codes; uses system utility software to store and retrieve materials. Creates tables, forms, mail merges, and troubleshoots existing templates and macros.

2. Provides support and training to City staff on use of forms, PDF editing, and other commonly used office software. Updates content in various systems and databases.

3. Reviews and proactively resolves service desk requests for basic and intermediate administrative tasks. Performs web editing, including changing text on pages, fixing broken links, utilization and maintenance of tables, preparing PDFs, creating web pages and content assembly, HTML editing and assisting

with Service Desk tickets from other web editors. Assists in teaching City staff to edit web pages, as assigned. Performs data migration and data entry; updates basic system data, corrects broken links on the City's public and internal websites and scans and uploads documents. Routinely uses a variety of software systems and tools.

4. Provides front-desk reception and serves as primary phone receptionist, answering, screening, and directing incoming calls. Routes calls to voicemail or takes messages for all ITSD staff. Answers Service Desk phones and directs calls as needed.

5. Performs production scanning, operating optical character scanner. Converts document materials to digital using a high-resolution scanner to create digital documents or collections. Prepares paper documents for passing through the scanner, scans paper, adjusts settings, cleans scanner parts, and completes other related scanning functions. Reviews scans for quality purposes prior to destruction of source documents.

6. Standardizes and finalizes formatting for all policies and procedures and readies for the Policies and Procedures database on City Intranet. Posts talking points per policy developer and notifies all or departmental employees through the Intranet Announcement page and email. Guides policy developers through the finalization process.

7. Provides general office support for the department including answering general questions of department and City staff and ordering office supplies. Schedules ITSD meeting rooms as requested by City departments and general public. Sets up and schedules training programs including web registration for classes on Staff Central.

8. Assists with intermediate to advanced data entry tasks for payroll and financial systems including timekeeping, accounts payable functions, contracts, and purchase requests. Performs check printing support services that have been initiated by accounts payable for payroll, pension and payroll accounts payable; prepares and sends audit report to Finance and Payroll.

9. Moderates public meetings utilizing web conferencing software as assigned; provides basic and intermediate support on software use.

**ADDITIONAL WORK PERFORMED**:

1. Provides general backup support for the ITSD Accounting Technician as assigned.

2. Performs other related work within the scope of the classification.

## PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:

- Working knowledge of computer software usage to include file management, word processing software (including templates and macros), and other MS Office Suite products.
- Standard and business English usage, punctuation, spelling, grammar and format.

Skill in:

- Excellent verbal, written, interpersonal and customer service skills to communicate with user departments and with the public for effective problem solving and task prioritization.

Ability to:

- Use a variety of administrative and standard IT operating software systems such as service desk ticketing systems, forms management systems, scanning and document management, payroll, budget, purchasing, Intranet, web editing, etc.
- Multi-task using a variety of inputs, while also adhering to administrative deadlines and providing quality customer service.
- Gain familiarity with City operations and departmental personnel sufficient to successfully prioritize and complete a wide variety of support tasks.
- Understand content and purpose of source documents, recognize errors and make appropriate corrections.
- Ability and willingness to learn new applications and techniques.
- Operate a variety of equipment including computers, iPads and tablets, scanners, printers, copy machines, mobile phones, and current electronic devices.
- Use standard QWERTY and 10-key functions of computer terminal keyboard.
- Add, subtract, multiply, divide, and compute percentages with accuracy using standard calculating tools.
- Work independently with a minimum of supervision.
- Learn about procedures and systems from a variety of technical staff.
- Maintain consistent and punctual attendance.
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service orientation; Results orientation; and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
    - Visual acuity to read a computer screen and a typeset page;
    - Fine finger dexterity to operate a computer keyboard and mouse, etc.;
    - Occasionally lift up to twenty (20) pounds for office supplies.

## WORKING CONDITIONS:

Work is performed in an office setting. Position has limited public contact, but frequently interacts with co-workers and other City staff. Environment includes a high range of noise and other distractors with everyday risks working around computer equipment and standard office equipment. An elevator is available to facilitate movement from floor to floor.

**EXPERIENCE AND TRAINING REQUIREMENTS**:

- Two years of progressively responsible clerical experience. Must include intermediate utilization of computer software, including MS Office Suite, word processing, data entry/retrieval, spreadsheet, and file maintenance.
- Word processing and computerized recordkeeping experience required.
- Typing at 45 wpm NET required.
- Web editing experience preferred
- 10 – key by touch preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills, and ability to successfully perform the essential functions of the job will be considered.

**NECESSARY SPECIAL REQUIREMENT**:

- Employment contingent upon passing a criminal convictions check and local background check.

**PREPARED BY:** L. Hill
C. Lord
9/07

**REVIEWED BY:**
Marty Mulholland
ITSD Director

**REVISED BY:** M. Mulholland
H. Pederson
A. Sullivan
12/17

E. Weinberg
04/21