

Administrative/Computer Assistant Tompkins County

Department: Various Agencies Throughout Tompkins County

Classification: Competitive

Labor Grade: L (12)

Approved: 0

Revised: 11/96 - Reclass of Sys. Adm.; 5/97; 6/01; 8/02; 4/13; 4/19; 1/2020

By: LG, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered two-year college or university with an Associate's degree in computer science AND three years of full-time paid (or the equivalent part-time) experience in an office management or senior level clerical position involving substantial knowledge and use of computer hardware and software; OR

(b) Graduation from high school or possession of a high school equivalency diploma AND five years of full-time paid (or the equivalent part-time) experience in an office-management or senior-level clerical position involving substantial knowledge of and use of computer hardware and software; OR

(c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for relieving a Department or Division Head of administrative details by coordinating day-to-day office management and administrative functions. Duties may include, but are not limited to: program planning, budgeting, fiscal management, purchasing, invoicing, statistical record-keeping, calendar management, conference arrangements, contacts with other agency officials and vendors, collection and coordination of data to maintain files and records, maintenance of a computer hardware and software inventory, and the first-line diagnosing, basic troubleshooting, account and password assistance, including the management and assignment of work orders. The incumbent will also assist in the management of network accounts and associated privileges (Microsoft Active Directory) and other supported enterprise systems. The incumbent may be called upon to oversee small groups performing special projects, and to provide technical supervision to others. The employee may be responsible for creating and maintaining Web pages. The work is performed in accordance with policies and objectives outlined by the Department Head and/or Deputy, with wide leeway allowed for the exercise independent judgment when applying policies to specific cases. The incumbent will perform other related duties as required.

TYPICAL WORK ACTIVITIES:

- Maintains internal contacts across departments or agencies within the jurisdiction and implementation and/or clarification of policy programs, issues requiring inter-agency cooperation;
- Creates agenda, may take minutes/transcribes, coordinates meetings, and follows-up with external contacts such as professional associates including heads of public/private agencies;
- Collects information and data to be used in the preparation of letters, summaries, reports and memoranda on the progress of various phases of the agency's program;
- Maintains complex records on the activities of the agency;
- Directs and maintains both the manual and the computerized filing systems of the agency;
- Collects information from users and/or departments requesting computer support, determines current operation, analyzes requirements and makes recommendations;
- May test and correct software problems;
- May respond to (or facilitates a response to) emergency calls from users regarding malfunctions in computer hardware and/or software systems;
- May train users in the use of word processing, database, spreadsheet and utility programs on purchased or in-house developed software products;
- Assigns and provides coordination of work to department staff;
- Screens correspondence, letters and other written material for compliance with procedures and policies before forwarding it to the Department Head, and/or Deputy, for action or decision;

- Schedules appointments, answers a variety of inquiries by telephone and in person, and prepares answers to correspondence for the Department Head, and/or Deputy;
- May process personnel and payroll records, prepares and controls the departmental budget and performs related work necessary for the efficient execution of administrative functions of the agency;
- Assists in the formulation of policies and procedures for the administration of various agency programs;
- Plans and supervises the collection, tabulation and analysis of statistical and financial data;
- Supervises the requisition, purchase, receipt and inventory of agency supplies and equipment;
- May provide Help Desk support for computer hardware, software and telecommunications problems;
- Prepares and helps train other employee's in the preparation of Web pages.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; Thorough knowledge of personal computer hardware and software including database, spreadsheet, and word processing programs; Good knowledge of business arithmetic; Good knowledge of new and changing microcomputer technology; Good knowledge of the laws, policies and regulations of the agency to which assigned; Ability to prepare, understand and interpret both oral and written material; Ability to handle routine administrative details independently; Ability to train users in the use of microcomputer hardware and software; Ability to plan, assign and review the progress of work within the department; Ability to establish and maintain cooperative relations with the public and other governmental and private agencies; Ability to perform detail work involving considerable visual effort and strain; Good judgment in solving complex clerical and administrative problems; Analytical reasoning ability, resourcefulness, dependability. The employee's physical condition shall be commensurate with the demands of the position.

Originally created 11/96 as a result of a reclassification of a Systems Administrator position.