FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2016

IT SERVICES SUPPORT SPECIALIST

FLSA STATUS: NON-EXEMPT – PAY GRADE: 10 – C

JOB FAMILY: INFORMATION TECHNOLOGY – JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

Employees in this class provide administrative support in the daily operation of the office of the Chief Information Technology Officer (CITO) and IT Services requiring organizational and planning skills and the ability to coordinate the completion of multiple tasks or projects within established time frames. Incumbents are generally assigned complex work involving independent planning, coordinating, and completion of special assignments as directed.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Monitor and manage all purchases and payments for assigned budgets. Process P-card payments and manage receipts.

Process and monitor invoices for technology services, i.e. academic and administrative technology, software, networking, telecommunications, and computer refresh. Meet with appropriate personnel to verify invoices for accuracy and timely payment of services.

Coordinate and order new products/services when appropriate. Act as liaison between service vendor and IT employees.

Provide one-on-one training to IT support staff to efficiently track and process purchase orders, disbursement request, p-cards, travel and other finance related issues.

Process academic and administrative software requests from college wide sources and coordinate preparation with other departments.

Maintain software inventory and track license purchases and utilization reports where applicable.

Coordinate and maintain department filing system, to include supervisor's files, department personnel files, and all department records, forms, reports, etc.

Coordinate the accurate and timely completion of both routine and non-routine administrative department functions and delegates tasks to support personnel where applicable.

Assist supervisor in budgetary responsibilities, i.e., development, revision, analysis; provide statistical data for forecasting budget needs for each fiscal year; assist with capital outlay plans and purchases.

Assist supervisor in both routine and special campus or college wide projects that may include Computer Refresh and/or the annual campus inventory.

Coordinate and supervise any special projects that may be complex/specialized in nature, as assigned. Provide reports, analyze data, research problems and provide status and summary reports to supervisor and Chief Information Technology Officer.

Maintain supervisor's calendar; schedule or monitor scheduling for events, seminars, training, meetings,

travel, and related department functions.
Assist with conference room/classroom reservations and responsible departments.

Take minutes at staff meetings.

Provide administrative support to collegewide IT Services as needed.

Maintain confidentiality of reports and documents.

Disseminate information from administrator to campus personnel. Perform other duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the supervising administrator.

SUPERVISION EXERCISED

Employee may act in a supervisory capacity over assigned staff or may perform in a lead capacity directing support staff or student assistants.

MINIMUM QUALIFICATIONS

High school diploma or high school equivalency degree supplemented by at least two (2) years in administrative support functions.

PREFERRED QUALIFICATIONS

Experience in performing assignments and/or projects that demonstrate a high degree of organization and independent judgment. Requires proficiency in word processing applications; conventional typing may be required. A typing test may be required.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed

formats.   Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 10/16