



Position Title: Part-Time Assistant to the Documentation Specialist

Job Code: 8308

Reports To: Infrastructure Manager

Grade: CT

FLSA: Non-Exempt

Job Description:

The Part-Time Assistant is responsible for providing support and record keeping functions related to the operations of the College Network & Telecommunications Services (NTS) Department with principal emphasis on a wide variety of tasks and will include handling on-line data input and the operation of a computer using database software.

Duties & Responsibilities:

- Collects data and prepares reports relevant to College-wide Network and Telecommunication Infrastructure
- Develops, prepares and reviews reports and work orders as requested that are related to (NTS) Infrastructure projects
- Maintains Auto Cad, Visio drawings and support technical files
- Processes daily exceptions reports by contacting end-users and following up with leads in order to keep accurate entitlement information
- Generates system reports related to campus Quick Jobs and projects
- Provides a high level of customer service by responding promptly to (NTS) Infrastructure project requests
- Performs maintenance / enhancement changes to existing database applications
- Determines requirements for supplies, materials, and equipment for Quick Jobs and projects when necessary
- Performs other duties as assigned

Essential Personnel:

Non-essential

Minimum Requirements:

- One year (30 credits) of college coursework from a regionally accredited institution; or an Associates degree in Architecture, Engineering, Interior Design or related disciplines preferred from a regionally accredited institution
- One (1) to three (3) years of customer interfacing experience
- Experience in the Network and Telecom field or related discipline is a plus
- Must be proficient in the use of the Microsoft Office and advanced skills in MS Excel and MS Access
- Must understand and be able to use Project Management software
- Familiar with the principles of office procedures
- Possess excellent communication skills (Verbal and Written)
- Must be able to communicate in a clear and courteous manner
- Must be customer focused
- Ability to provide feedback in brainstorming activities
- Possess strong organizational, analytical and problem-solving skills
- Must be able to multi-task, prioritize and be detail-oriented

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name