



Savannah State University Position Description – Administrative Secretary

POSITION DESCRIPTION

Position Title: Administrative Secretary FLSA Status: Nonexempt
Reports to: CIO
Department: Computer Services and Information Technology
Date Prepared: May 2005

BASIC FUNCTION

The incumbent in this position serves as the first line of support for the Helpdesk. This position provides secretarial and clerical support to the direct administration within the department. Major responsibilities include answering and routing phone calls, filing, typing, greeting visitors, and entering work order tickets into the Track-It system.

NATURE & SCOPE

Reporting to the CIO, the Administrative Secretary manages the day-to-day activities of the office, providing secretarial, clerical and administrative support to the department. This position serves as the first line of support for Helpdesk requests. Managing Helpdesk requests from campus users is a critical function that requires the incumbent to provide customer support by logging user requests in Track-It and provide technical support for Helpdesk calls that can be resolved over the phone. The incumbent ensuring that accurate files are maintained for purchase orders, EDP requests, and site license agreements, and standard PC configurations.

PRINCIPAL ACCOUNTABILITIES

- Provide support to the department staff by handling and routing phone calls, visitors, and mail.
- Provide clerical support to office staff.
- Prepare purchase orders, check requests and EDP requests for acquisition of supplies and equipment.
- Provide computer configurations for new computer system purchases
- Compose and prepare correspondence for distribution.
- Maintain office records and files.
- Document Helpdesk requests from campus users into the Track-It system.
- Provide users with instructional support for using network applications.
- Provide initial support for work order requests.
- Provide basic network configurations.
- Provide laptop support to faculty, staff, and students.

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

This position requires two years of college or vocational/technical school. The position also requires good communication skills, knowledge of the Microsoft Office Suite and Windows 98/2000.



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