ASHEVILLE, NORTH CAROLINA

Classification Specification

Administrative Technology Specialist
Job Code: 2515
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide administrative support to the department, to perform routine accounting duties, and to assist in providing routine technical support to City staff.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs customer service functions: greets and directs visitors and answers the phone; provides information and assistance regarding department services, procedures, or other issues; and receives and responds to routine questions and complaints.

Maintains and prepares calendars: schedules and confirms appointments, meetings, and related activities; creates, distributes, and updates calendar on a regular basis; and notifies parties involved of changes.

Assists with ordering department equipment and supplies: reviews purchase requisitions and verifies availability of budgeted funds; assists in evaluating products and supplies; ensures equipment and supplies comply with local, state and federal rules, regulations and standards; assists administrative staff with equipment and supply budget administration; prepares purchase orders and forwards data to appropriate personnel; reviews invoices, purchase

orders, or other documents for accuracy; researches discrepancies; assigns proper accounting/budgetary codes; obtains proper signatures; processes invoices for payment; and ensures that orders for equipment and supplies are filled appropriately.

Monitors use of purchasing cards: reconciles purchase card transactions; reviews purchase allocations to ensure the department's expenditures are appropriated correctly; prepares purchase card transaction log; and maintains records and receipts of all departmental purchase card transactions.

Performs data entry functions by keying data into accounting, payroll, or other systems; enters, retrieves, reviews, or modifies data; scans documents; verifies accuracy of entered data and makes corrections, as needed; indexes documents; and utilizes data to prepare department reports as requested.

Processes incoming/outgoing mail: sorts, organizes, opens, and/or distributes incoming mail; signs for incoming mail/packages and delivers to appropriate personnel; and processes outgoing mail, as needed.

Assists in providing routine technical support for desktop software, enterprise applications, telecommunications, hardware, security and network systems: assists with conversions, software bases, and preparing forms and documents; assists with managing website information and updating security articles; assists with new mobile devices, such as activating new hardware, responding to work orders, assisting users with functionality, etc.; assist technicians with identifying and prioritizing issues with laptops, printers, keyboards, laptops, connectivity, email, wiring or other issues, as needed; assists with ensuring security compliance for building and criminal justice systems; and assists with issues regarding malware and user settings, including answering questions regarding questionable sites and emails

Communicates with supervisor, subordinates, other City employees, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, invoices, bills, packing slips, check requests, payroll adjustments, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required; supplemented by two years of experience in administrative support, routine accounting or bookkeeping, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential

functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.