

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT III –  
Customer Support Services

SALARY GROUP: A13

DEPARTMENT: Information Technology Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Cathleen Bickford DATE: 10/20/2014

POSITION #: 008091

**I. JOB SUMMARY**

Performs complex administrative support and technical program assistance work. Work involves disseminating information; maintaining filing systems; and performing administrative support work. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Participates in the planning and execution of information technology projects and programs; and performs administrative support and technical assistance for information technology programs and operations and in reviewing and seeking solutions to problems.
  - B. Assists in the development of administrative and technical assistance policies and procedures; and responds to inquiries regarding rules, regulations, policies, and procedures.
  - C. Prepares and disseminates information on agency programs and procedures; prepares, edits, and distributes correspondence, reports, studies, forms, and other documents; and performs complex typing and word processing to include developing and maintaining spreadsheets and databases.
  - D. Compiles and enters data for charts, graphs, and summaries, makes calculations, and prepares reports; and researches, composes, designs, and edits publications, forms, and manuals.
  - E. Corresponds and meets with vendors regarding product information; and coordinates work between staff, other departments of the agency, and vendors.
  - F. Makes travel arrangements and prepares travel vouchers; performs timekeeping for support staff; and provides information and assistance in the program area.
- \* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Business Administration, Criminal Justice, Information Systems, or a related field preferred. Each year of experience as described below in excess of the required one year may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. One year full-time, wage-earning clerical, secretarial, administrative support, or technical program support experience to include computer operations.
3. Experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs preferred.
4. Data gathering and assessment experience in an information technology environment preferred.

**B. Knowledge and Skills**

1. Knowledge of office practices and administrative procedures.
2. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
3. Skill to communicate ideas and instructions clearly and concisely.
4. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
5. Skill to interpret and apply rules, regulations, policies, and procedures.
6. Skill to review technical data and prepare technical reports.
7. Skill to prepare and maintain accurate records, files, and reports.
8. Skill in the implementation and evaluation of administrative procedures.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

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10. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

11. Skill to type 45 words per minute (with no more than 10 errors).

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.