

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT IV -
Telephone Help Desk Supervisor

SALARY GROUP: A15

DEPARTMENT: Communications

Page 1 of 3

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: Joe Miles DATE: 04/21/2016

POSITION #: 046015

I. JOB SUMMARY

Performs advanced administrative support and technical program assistance work. Work involves coordinating the dissemination of information; developing filing systems; coordinating administrative support work; and supervising the work of others. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Performs advanced technical assistance work for the Communications Department; prepares, interprets, and disseminates information concerning the planning, installation, operation, and maintenance of agency telephone systems; and participates in reviewing and analyzing telephone billing processes.
 - B. Responds to inquiries regarding communication rules, regulations, policies, and procedures; coordinates work with agency departments and vendors; conducts site surveys to assist in determining customer requirements and makes recommendations; schedules projects for installation; and oversees the preparation of work orders for the installation and repair of telephone systems and local and long distance circuits by state and vendor employees.
 - C. Participates in the preparation and monitoring of the program budget; compiles and edits data for charts, graphs, and databases and prepares reports; processes telephone requests for budgetary approval; and monitors vendor compliance with contract provisions and verifies accounts payable amounts.
 - D. Coordinates the preparation, editing, and distribution of correspondence, reports, studies, forms, and other documents; and develops and maintains filing, record keeping, and records management systems.
 - E. Supervises the work of others.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT IV -
Telephone Help Desk Supervisor

SALARY GROUP: A15

DEPARTMENT: Communications

Page 2 of 3

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 Computer Science, Management Information Systems, Electronic Engineering, Telecommunications Management, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Two years full-time, wage-earning technical program support, information technology, telephone bill auditing, or help desk experience.
3. Two years full-time, wage-earning computer operations experience.
4. One year full-time, wage-earning experience in the supervision of employees.
5. Telephone systems help desk or customer service experience preferred.

B. Knowledge and Skills

1. Knowledge of office practices and procedures.
2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
3. Knowledge of telecommunications equipment, principles, procedures, and terminology preferred.
4. Knowledge of office and building layout wiring design preferred.
5. Knowledge of customer service techniques and operations preferred.
6. Knowledge of telephone billing processes preferred.
7. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
8. Skill to communicate ideas and instructions clearly and concisely.
9. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT IV -
Telephone Help Desk Supervisor

SALARY GROUP: A15

DEPARTMENT: Communications

Page 3 of 3

10. Skill to interpret and apply rules, regulations, policies, and procedures.
11. Skill in problem-solving techniques.
12. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
13. Skill to organize, assign, and review the work of others.
14. Skill to train and supervise employees.
15. Skill in the use of help desk computer program software preferred.

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.