

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT II -
Help Desk

SALARY GROUP: A11

DEPARTMENT: Communications

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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: Joe Miles DATE: 12/17/2014

POSITION #: 046065

I. JOB SUMMARY

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

II. ESSENTIAL FUNCTIONS

- A. Responds to inquiries and interprets and explains rules, regulations, policies, and procedures regarding telecommunications issues; and provides assistance in troubleshooting telecommunications and computer-related problems.
 - B. Processes work orders for changes, additions, repairs, and removal of telecommunications and computer-related equipment or services; and assists in performing data entry, retrieval, and data searches.
 - C. Prepares, edits, and distributes correspondence, reports, forms, and documents; and maintains filing, tracking, and record keeping systems to include automated information systems.
 - D. Provides technical assistance to field technicians; and makes arrangements for repairs and installation of telecommunications equipment.
- * 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. Graduation from an accredited senior high school or equivalent or GED.
2. Four years full-time, wage-earning clerical, secretarial, administrative support or technical program support experience. Thirty semester hours 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) may be substituted for each year of experience on a year-for-year basis for a maximum substitution of two years.
3. Telecommunications, customer service, or help desk experience preferred.

B. Knowledge and Skills

1. Knowledge of office practices and procedures.
2. Knowledge of telecommunications equipment and terminology preferred.
3. Knowledge of customer service techniques and operations preferred.
4. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in problem-solving and troubleshooting techniques.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
10. Skill to prepare and maintain complex records and files in an automated system.
11. Skill in the use of help desk computer program software preferred.

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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.