



GCRPC

GOLDEN CRESCENT REGIONAL
PLANNING COMMISSION

INFORMATION & TECHNOLOGY SUPPORT SPECIALIST I

<u>CLASS NO.</u>	<u>PAY GRADE</u>	<u>SALARY RANGE</u>	<u>FLSA STATUS</u>
316	8	\$15.90-\$20.99	Non-Exempt

GENERAL DESCRIPTION

Performs routine (journey-level) customer service work. Work involves providing internal staff support and receiving and responding to staff inquiries for information and/or information technology (IT) services. Works under moderate supervision, with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Responds to staff inquiries and maintains staff accounts according to specific guidelines and procedures.

Communicates with the staff in person, by telephone, by email or regular correspondence, by fax, or over the Internet.

Enters information into databases, processes letters to staff, and performs other general clerical services.

Research information to solve IT service problems.

Prepare, interpret, and disseminate information concerning agency programs and procedures.

Receive and process applications and payments for services.

Create and maintain activity logs, files, and reports on services.

Interpret and explain rules, regulations, policies, and procedures. Performs related work as assigned.

Attends seminars and workshops as needed and approved.

Performs such other duties as may be assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in customer service, clerical, or administrative support work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of office practices and administrative procedures.

Skill in the use of standard office equipment and software.

Ability to respond to public inquiries in a timely manner; to implement administrative procedures; to interpret rules, regulations, policies, and procedures; and to communicate effectively.

By signing below I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.

Name

Date