LEHIGH CAREER & TECHNICAL INSTITUTE

Position Description

Position Title: IT Helpdesk/Administrative Assistant

Qualifications/Certification:

1. High skill level in PC based software such as Microsoft Office, Adobe Acrobat, etc.
2. Ability to create and maintain documents and data on the LCTI intranet
3. Strong organizational skills
4. Decision making skills
5. Strong customer service / interpersonal skills

Reports To/Supervised By: Supervisor of Technology

Responsibilities:

1. Complete all core secretary assignments
2. Serve as a first point of contact for users seeking technical assistance over the phone or email.
3. Perform basic troubleshooting through diagnostic techniques and pertinent questions
4. Determine the best solution based on the issue and details provided by users
5. Direct unresolved issues to the next level of support personnel
6. Record events and problems and their resolution
7. Create and maintain user accounts
8. Assist/create Skylert phone lists and messages when needed
9. Maintain helpdesk, inventory (hardware and software) system, master directory, and online forms
10. Serve as a positive public relations advocate for the Technology Department, including dissemination of school/department information.
11. Process and track Technology Department purchase request
12. Assist with maintaining accurate budget information for the Technology Department
13. Control, maintain and revise all document & data to comply with the LCTI Quality System (LCTI Policies, procedures, forms etc…)
14. Maintain records and document control
15. Create technology related materials as directed
16. Maintain and process paperwork as assigned by the Supervisor of Technology
17. Schedule meetings with staff
18. Order supplies for the Technology Department
19. Perform other duties as assigned by the Supervisor of Technology
20. Assist Facilities Engineers with SchoolDude requests, Door Access System Fob, Keys, Digital Signage, Parking assignment
Physical Requirements of Job:

**MEASURED IN TERMS OF FREQUENCY**

<table>
<thead>
<tr>
<th>Not At All</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1 – 33%</td>
<td>34 – 66%</td>
<td>67 – 100%</td>
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</tbody>
</table>

**LIFTING**
- Up to 10 lbs: Occasionally
- 11 to 20 lbs: Occasionally
- Beyond 20 lbs: Occasionally

**BODY MOVEMENTS:**
- Bend/Stoop: Occasionally
- Climb: Occasionally
- Kneel: Occasionally
- Push: Frequently
- Pull: Frequently
- Twisting: Frequently
- Standing: Occasionally
- Sitting: Frequently
- Walking: Frequently

**Terms of Employment:**
- Length of Work Year: Twelve Months Full-Time position

**Evaluation:**
Performance will be evaluated by Supervisor of Technology

*The position holder must be able to perform the essential job functions with or without reasonable accommodation. It is the responsibility of the employee to inform the LCTI of any and all reasonable accommodations that will be required.*

**LCTI is an equal opportunity employment, educational and service organization.**

I have read and understand the requirements of the job and I can perform the physical requirements of the job either with or without reasonable accommodations.

______________________________
Applicant’s Signature

10/27/19