

INFORMATION TECHNICIAN

SUMMARY/PURPOSE

Under supervision and using independent judgment, the Information Technician will perform a variety of secretarial and clerical duties necessary to maintain the efficient operation of an office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Independently perform clerical functions including conducting computations, tracking accounts and data, compiling data and reports, preparing reports, and processing forms and documents with speed, accuracy, and professionalism.
2. Prioritize, plan, and organize assignments and use the appropriate methods to ensure desired results and successful completion within the scope, budget, and timeframe of assignments.
3. Calculate charges, secure payments, issue receipts, and deposit money from charges, fees, bills, and deposits.
4. Obtain, record, distribute, and route mail and correspondence.
5. Maintain files, indexes, lists, records, ledgers, rosters, manuals, record libraries, and systems where discretion and decision-making is involved.
6. Requisition, store, distribute, and inventory office supplies.
7. Schedule, arrange, prepare, and provide clerical support for meetings and events.
8. Operate modern office equipment including, copiers, computers, printers, and other office equipment as needed.
9. Serve as receptionist, answer the telephone, attend counter, and refer callers to the proper party.
10. Be an effective team member by exhibiting self-motivation, support other employees in handling tasks, interact effectively and respectfully with others, show a desire to contribute to the team effort, accept assignments willingly, and complete tasks within agreed upon time lines.
11. Provide information, respond to questions, and interpret regulations, policies, and procedures.
12. Acknowledge complaints and problems and resolve them within areas of authority.
13. Distribute, secure, review, and issue forms, applications, permits, licenses, and registrations, according to standard policy and procedures and within areas of authority.
14. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Certification by the City's Joint Apprenticeship and Training Committee (JATC) upon completion of the Clerical Support Technician training program; OR
 - B. Currently classified as Clerical Support Technician with successful completion of twelve (12) months in that classification, and only when there are no eligible or interested employees who meet requirement "A" and no current Information Technicians or Finance Technicians interested in a transfer (internal only); OR
 - C. Four (4) years of verifiable education and/or experience, which demonstrates previous office support experience assisting the public with problems or concerns.
2. Knowledge Requirements
 - A. Knowledge of modern office methods, procedures, and equipment.
 - B. Knowledge of alphabetizing, indexing, and filing methods.
 - C. Knowledge of basic mathematics.
 - D. Knowledge of English to include spelling, grammar, sentence construction, and punctuation.
 - E. Knowledge of accepted business letter writing formats.

3. Skill Requirements
 - A. Skill in typing at a rate of at least 40 net WPM.
 - B. Skill in making accurate computations.
 - C. Skill in comparing and proofreading names, numbers, and other data accurately and rapidly.
 - D. Skill in counting money, making change, and issuing receipts.
 - E. Skill in operating modern office equipment.
 - F. Skill in composing business correspondence using independent judgment.

4. Ability Requirements
 - A. Ability to interpret questions, provide satisfactory explanations, and resolve complaints.
 - B. Ability to understand and execute standard policies/procedures and oral/written instructions.
 - C. Ability to organize, maintain, and update manual and computer files and records.
 - D. Ability to work independently and exercise discretion in the absence of specific instructions.
 - E. Ability to organize and prioritize work.
 - F. Ability to learn and explain technical procedures and policies.
 - G. Ability to complete the training program as approved by the JATC.
 - H. Ability to obtain job-related certifications if required by the employer.
 - I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

5. Physical Ability Requirements
 - A. Ability to sit, stand, walk, push, and pull, as necessary to perform job duties.
 - B. Ability to lift and carry office supplies and equipment weighing up to 20 pounds, and to frequently lift and/or carry supplies weighing up to 10 pounds.
 - C. Ability to attend work on a regular basis.

HR:	Union: Basic	EEOC: Office/Clerical	CSB:	Class No: 3424
WC: 8810	Pay: 82% to 100% of 126E	EEOF: Varies	CC:	Resolution: