

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: STUDENT SERVICES, TECHNOLOGY & RESEARCH TECHNICIAN**

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform a variety of complex clerical and data management duties related to Student Services, Technology and Research (SSTR) areas. Perform specialized functions related to SSTR activities including system access administration, data integrity and assurance, monitoring and review of access logs and security review, assuring confidentiality of sensitive information, compliance with applicable laws, regulations, policies, procedures, and performance of assignments with high degree of accuracy.

#### **REPRESENTATIVE DUTIES:**

Assist and provide clerical support to overall administration of designated areas in SSTR. Perform clerical work of above average difficulty, such as posting records and consolidating data, making arithmetic computations and securing information from a variety of sources. Assist in the development, processing, posting and filing of a variety of records and documents, to include confidential electronic files, documents, forms, records and reports. Maintain confidentiality of a variety of sensitive materials and information.

Maintain Active Directory accounts and group assignments within various enterprise systems; manage user directories, passwords, and access rights; maintain phone system records and support basic adds/moves/changes of user accounts; monitor telecommunication records and billing information.

Assist in conducting research as requested; compile data and compose correspondence and statistical reports. Assist with the development of complex reports and special projects related to Student Services, Technology, and Institutional Research, to include Program Review and accreditation data support.

Order, store, inventory and distribute office supplies. Assist with computer purchasing and vendor relations. Operate a variety of office equipment including calculator, copier, computer, printer, facsimile machine and others. Operate personal computer using word processing, spreadsheets and other software. Update and revise computer records and information.

Maintain current knowledge of federal and State laws, local regulations, policies and guidelines which affect services and compliance related to SSTR programs.

Attend workshops, conferences and other training sessions, and perform related duties as assigned.

#### **KNOWLEDGE AND ABILITIES:**

##### **KNOWLEDGE OF:**

Modern office practices, procedures and equipment.

Record-keeping techniques.

Telephone techniques and etiquette.

Customer service and basic public relations techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.

Data entry techniques.

Oral and written communication skills.

**ABILITY TO:**

- Organize, coordinate and oversee day-to-day activities of front desk.
- Learn and apply best practices in data security, access management, and reporting.
- Perform technical and responsible duties in support of SSTR.
- Learn, interpret and apply rules, regulations and policies regarding applicable programs.
- Operate office equipment including computer, scanner, calculator, and copier.
- Operate a computer keyboard at an acceptable rate of speed.
- Establish and maintain cooperative and effective working relationships with others.
- Add, subtract, multiply and divide quickly and accurately.
- Communicate effectively both orally and in writing.
- Meet schedules and time lines.
- Work confidentially with direction.
- Meet schedules and timelines.
- Operate a motor vehicle.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to graduation from high school including or supplemented by course work in secretarial sciences and two years of increasingly responsible secretarial or office experience involving the operation of microcomputer using word processing, spreadsheet and data base management applications software.

**LICENSE AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

Duties are primarily performed while sitting at a desk or computer terminal. Incumbents are subject to extensive contact with students, staff and the public. Constant interruptions, noise from talking, office equipment operations, frequent interruptions and contact in person and on the telephone.

**PHYSICAL DEMANDS:**

Must sit for long periods of time, use hands and fingers to operate a keyboard or other office machines, reach with hands and arms or kneel or crouch to file, see clearly to read find print, speak clearly and distinctly to answer telephones and to provide information, hear and understand voices over telephone and in person, and regularly lift, carry and/or move objects weighing up to 20 pounds. Occasionally must travel to other offices or locations to attend meeting or to pick up or deliver materials.