

INFORMATION SUPPORT ASSISTANT

Function of Job:

Under general supervision of designated supervisor, to obtain and/or enter various standard information in computer records and files, verify data, resolve problems, generate reports, and provide general office support for office, grant, or department, according to established guidelines, departmental/program goals.

Characteristic Duties and Responsibilities:

1. Provide support for basic office communications and materials, such as coordinating schedules for department, responding to telephone inquiries and requests, and composing letters, memos, and email messages.
2. Using computer technology, enter and update assigned information, including applications, statistics, registrations, transcripts, course schedules, work orders, mailing lists, change of address, and/or personnel information.
3. Maintain confidentiality in communicating sensitive information and in handling confidential materials.
4. Verify data, resolve standard problems, and coordinate corrections with appropriate personnel as needed.
5. Organize and maintain information and files and back-up procedures for office/department information.
6. Use computer applications to create spreadsheets, tables, and charts from database.
7. Generate labels, basic spreadsheets and tables, and standard, periodic and ad-hoc reports as requested.
8. Assist in the development and maintenance of standard computerized forms used in office/department.
9. Explain policies and procedures for areas of responsibility.
10. Supervise student workers as assigned.
11. Assist in designing and implementing data sorts, queries, computer programs, and related technical documentation.
12. Assist in maintaining office/department web site.
13. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. High school graduation and three years of computer related experience, or a combination of higher education and experience equal to three years.
2. Ability to read and interpret input forms and computer printouts.
3. To the extent required by department, keyboarding and computer application skills such as spreadsheets, word processing, e-mail, browser software, data entry/retrieval/management and knowledge of software applications, etc.
4. Ability to pay attention to detail.
5. Written and oral communication skills.
6. Supervisory skills as required by department.
7. Organizational, customer services, analytical, and problem-solving skills.
8. Ability to establish and maintain effective working relationships with faculty, staff, students, and the general public.

Additional Desirable Qualifications:

1. Courses in computer science/math.
2. Work experience in college or university environment.
4. Knowledge of USNH computing systems.

9/10/2000
System Approval

7/1/2000
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

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