SENIOR INFORMATION SUPPORT ASSISTANT

Function of Job:

Under general supervision of designated supervisor, to obtain and/or enter various information in computer records and files, verify data, resolve problems, generate reports, analyze data, and provide general office support for office, grant, or department, using independent judgment and thorough knowledge of office technology and policies.

Characteristic Duties and Responsibilities:

1. Provide support for routine and complex 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, purchase orders, change of address, and/or personnel information.
3. Maintain confidentiality in communicating sensitive information and in handling confidential materials.
4. Verify data, resolve problems, and coordinate corrections with appropriate personnel as needed.
5. Monitor data entry with other offices as necessary to insure data integrity and security.
6. Organize and maintain information and files and back-up procedures for office/department information.
7. Use computer applications to create spreadsheets, tables, and charts from database.
8. Generate labels and routine, periodic and ad-hoc reports and analysis as requested.
9. Develop and maintain standard computerized forms to meet administrative needs of office/department.
10. Explain policies and procedures for areas of responsibility and provide training as needed.
11. Supervise and train student workers and staff as assigned, including training on the use of office systems and applications.
12. Design and implement data sorts, queries, and database access files; and create related technical documentation.
13. Assist in the creation and maintenance of office/department web site.
14. Coordinate preventative and corrective maintenance on computer hardware/software as assigned.
15. Perform other related duties as assigned.

Minimum Acceptable Qualifications:

1. Associate's degree and three years of computer related experience, or a combination of education and experience equal to five 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. Effective written and oral communication skills.
5. Supervisory skills as required by department.
6. Organizational, customer services, analytical, and problem-solving skills.
7. 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.

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9/10/00
System Approval

7/1/00
Effective Date

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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.