

POSITION DESCRIPTION

TITLE: Instructional Materials & Technology Services Secretary

CLUSTER: Cluster 2C

QUALIFICATIONS: Experience and proficiency utilizing Microsoft Word, Excel, Outlook, Powerpoint, and Access; must have proven positive customer service skills, organizational skills with the ability to simultaneously coordinate multiple activities and projects involving a large number of participants (project management experience beneficial); problem solving skills; ability to plan and anticipate needs; ability to work under high pressure and within tight deadlines; ability to work under stress in a professional and courteous manner; ability to work independently.

Excellent grammar, punctuation, spelling, and proofreading skills and the ability to produce accurate and error-free documents; excellent oral and written composition skills; proven filing, calculator, and telephone skills; proficient use of contemporary office equipment; ability to understand and follow written instructions; ability to sit and stand for long periods of time; ability to work flexible hours; experience in secretarial functions and in working with teachers, administrators, support personnel, parents, and students; highest degree of confidentiality.

Must be able to lift up to 50 pounds; push carts loaded with equipment or material, and use proper methods to move materials used in the Technology area; must have the ability to take suggestions, directions, and coaching relative to procedures and policies as outlined by the Coordinator of Administrative Computing.

REPORTS TO: Director of Technology; Coordinator of Administrative Computing

LOCATION: Colonial Intermediate Unit 20 Central Office

JOB GOAL: To assist in effective and efficient office operations and the coordination of workshops, projects, and activities, which involve the Technology Services Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Essential Duties and Responsibilities

To provide the appropriate support necessary for the continued provision of professional development programs. (30 points)

2. Departmental Responsibilities

To perform duties related to assisting departmental staff in the successful provision of technology services to IU staff and our member districts. To maintain and coordinate all processes surrounding the procurement, distribution and duplicating of videos, AV materials,

and other related services.

(35 points)

3. Office Duties and Responsibilities

To ensure effective and efficient office operations by following office procedures and successfully performing office duties. (20 points)

4. Professional Contributions

To make professional contributions to the achievement of all Intermediate Unit and department goals in support of the vision and mission of the Intermediate Unit. (15 points)

OTHER MAJOR DUTIES AND RESPONSIBILITIES:

To perform other job functions as directed by the Director of Technology and the Coordinator or Administrative Computing. Assist with effective and efficient office operations by providing back-up switchboard/reception area coverage with phones; back-up coverage for mail posting and assistance to other work areas.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related instructions and to perform any other job related duties requested by their supervisor.

TERM OF EMPLOYMENT:

Salary and work year to be established by the CIU 20 Board.

In accordance with state and federal law, reasonable accommodations will be considered upon employee request.

1. **Essential Duties and Responsibilities:** Satisfactory performance in respect to essential duties and responsibilities will be attained when:
 - 1.1 Teleconferences have been recorded as requested and procedures for requesting teleconferences are communicated to staff each year.
 - 1.2 Requested duplicates of teleconferences are completed within copyright guidelines and media for which copyright has expired are erased or destroyed on a timely basis.
 - 1.3 Billing is completed as required and per the established timelines for the Professional Development programs and administrative assistance is provided as requested by the Professional Development Staff.
 - 1.4 The Distance Learning Center and Computer Lab are scheduled as requested by all IU 20 staff and district contacts per the established conference room scheduling procedure.
 - 1.5 CPE Tracker invoicing has been completed as required and per the established timeline.
 - 1.6 Internal Staff Training invoicing has been completed as required and per the established timeline.
 - 1.7 The request for CDs and DVDs copied and completed as required and per the established timeline.
 - 1.8 Initial CPE Tracker support is provided to internal staff, districts and other IUs.
 - 1.9 Initial Educational Technology support is provided for United Streaming and Digital Curriculum to staff, districts and other IUs.

2. **Departmental Responsibilities:** Satisfactory performance in respect to Departmental Responsibilities will be attained when:
- 2.1 Assistance is provided as a first responder for technical issues from phone calls or walk in problems.
 - 2.2 Work orders for the Technical Repair Services Department are entered into the computer database and administrative assistance is provided as requested by the Technical Repair staff.
 - 2.3 The help desk website is monitored daily and work order problems are directed to the appropriate person for resolution.
 - 2.4 The annual van delivery schedule (Courier Service) is documented and communicated.
 - 2.5 Assistance is given for posting and maintain information on the departmental website.
 - 2.6 The Technology Services Newsletter is completed and distributed as required per the established timelines and assistance is given with the companion website.
 - 2.7 All meeting rooms requested by Instructional Materials and technology Services staff are reserved per the established conference room scheduling procedure.
 - 2.8 Departmental contracts are prepared and processed as requested and per the established timelines.
 - 2.9 Back-Up assistance is provided with the staff CPETracker when requested.
 - 2.10 Assistance is provided in the coordination of all Intermediate Unit activities related to Technology Services for school districts, the Pennsylvania Department of Education and the Intermediate Unit as directed.
 - 2.11 Assistance is provided in the completion of IU administrative activities that are the responsibility of the Coordinator of Educational Technology (including STAR awards and HS and MS Computer Fairs).
 - 2.12 Classes are completed relative to the Internal Staff Training for professional development in computer/software applications as outlined in the initiative and learned skills are incorporated throughout position responsibilities to increase efficiency and improve output.
 - 2.13 TAC and NAG Staff agendas are recorded and distributed as requested.
 - 2.14 Video request confirmation cards are prepared and recorded and completed in timely fashion – copyright guidelines are strictly adhered to.

- 2.15 Video requests are prepared for Courier. All returned materials are unpacked and re-shelved and follow-up is completed on all unreturned materials.
3. **Office Duties and Responsibilities:** Satisfactory performance in respect to Office Duties and Responsibilities will be attained when:
- 3.1 Confidentiality in job related matters is understood and never violated.
 - 3.2 Work quality and office efficiency are improved on an ongoing basis by requesting and utilizing training in new office technology and techniques. All work is performed in a thorough, neat, accurate and timely manner.
 - 3.3 Telephone calls are courteously managed, accurate and appropriate information is taken and route to staff.
 - 3.4 Staff schedules, appointments, interview schedules, meeting room reservations, requirements, conference requests and travel arrangements are handled as requires.
 - 3.5 Incoming mail and correspondence is picked up at least once in the morning and once in the afternoon and promptly opened, date stamped, and routed to staff on a daily basis. All mail is reviewed, and urgent and important items are immediately brought to the attention of the appropriate staff member.
 - 3.6 Correspondence and general files are maintained. Duplication and lamination requests are completed and monitored by appropriate timelines as requested.
 - 3.7 Maintenance of the work area is attended to through the care and maintenance of equipment and by keeping the office area in an orderly fashion, whereby information can be retrieved.
 - 3.8 Assistance in the work sharing process is provided when requested and on a voluntary basis. Additional responsibilities are willingly assumed as recognized.
 - 3.9 All office trainings, meetings and conferences (internal and external) are attended as requested. CPETracker is utilized to enroll in and set-up functions and events as requested by staff. This includes class lists, registration and attendance.
 - 3.10 Courtesy and assistance is extended to all employees, visitors, meeting attendees, and appointments through positive and professional relationships.
 - 3.11 Intermediate Unit policies and procedures are followed.
 - 3.12 Intermediate Unit vision and mission are carried out by participation as a department team member in achieving department goals and advising of potential opportunities or problems.

4. **Professional Contributions:** Satisfactory performance in respect to Professional Contributions shall be attained when:
 - 4.1 Professional goals for the year as identified by the Director of Technology and the Coordinator of Administrative Computing are achieved.
 - 4.2 Support for the goals and objectives of the Intermediate Unit's strategic plan is provided by completing identified work tasks in the strategic plan; achieving goals identified in departmental plans that support the IU strategic plan; and by demonstrating through professional actions positive support for the goals and objectives of the plan
 - 4.3 All core organizational values as identified for the IU 20 are supported and demonstrated in interactions with staff and customers.
 - 4.4 Cross functioning among departments is supported through ongoing, collaborative work with staff in other departments and by demonstrating and fostering positive relationships with IU colleagues in other departments.
 - 4.5 Initiative is taken to update the Director of Technology and the coordinator of Administrative Computing on a weekly basis on progress, problems, and potential opportunities through submission of work reports, meetings, and e-mail communications.
 - 4.6 Supervision and suggestions for improvement are received and responded to in a positive manner.
 - 4.7 Due dates for projects and assignments are consistently met.
 - 4.8 A willingness and initiative to assume additional responsibilities when requested in exhibited.