



Administrative and IT Support Associate

Job Description

Department: Information Systems
Position: Career Service
Grade: 719
Supervisory: No
Reports to: Director – Information Systems

Summary

Under general guidance and supervision of the Associate Director – Information Systems, performs routine and complex administrative support work pertaining to the financial tracking, accounting, recordkeeping functions. Prepares correspondence, receives visitors, arranges conference calls, and schedules meetings and travel. Answers Information Technology (IT) Help Desk calls and may assist with basic support tasks and open support tickets. This position may also be asked to conduct training classes and provide technical support to end users in various County departments.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Act as primary point of contact for the Information Systems department.
2. Answer incoming IT Help Desk calls; respond to IT support requests; provide basic troubleshooting, and open support tickets for follow up, as needed.
3. Provide training to County personnel (both individuals and groups) on Microsoft Office Suite applications, including Word, Excel, Outlook, SharePoint, and other relevant software, as needed.
4. Assist in department planning and budgeting procedures, including expenditure and revenue projecting, planning, analyzing, and reporting.
5. Perform department payroll activities as a timekeeper.
6. Provide period reports of billable hours to determine amounts for internal services or other contracts billing.
7. Create department purchase orders including preparing and submitting purchase requisitions, verifying monthly reports, and following up with vendors and request transfer of funds as necessary.
8. Perform administrative duties for department head and other staff members; create reports, memos, letters, and prepare other documents, as needed.
9. Perform general office duties; order supplies, schedule meeting and training rooms, and record and distribute meeting minutes.

For Office Use Only

Job Code: 6962

Job Title: Administrative and IT Support Associate

FLSA: Non-Exempt

Effective Date: 12/5/2024

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

10. Coordinate travel arrangements for the Information Systems department.
11. Submit items to the commission meeting agendas on behalf of the department.
12. Prepare training manuals and exercises.
13. Perform additional duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of accounting procedures
- General knowledge of computer hardware, software, and their functions
- Skilled in using and teaching Microsoft Office Suite (Word, Excel, Outlook, SharePoint)
- Skilled in written and verbal communication
- Skilled in intermediate math and reading
- Ability to maintain cooperative working relationships with others in the workplace and the public
- Ability to maintain files, records, and reports
- Ability to communicate in non-technical terms about technical computer information verbally and in writing
- Ability to maintain confidentiality
- Ability to train groups of people
- Ability to assess and understand the computer needs of County departments
- Ability to prioritize tasks and meet deadlines
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to work effectively under pressure

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment, library, or computer room. This role routinely uses standard office equipment such as laptops, desktops, smartphones, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

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While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High School diploma or equivalent.
2. Four (4) years of complex clerical or administrative support work experience including two (2) years directly related to the duties described above.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference maybe given to applicants who has two (2) years of college-level education in information systems or a related field.
2. Preference may be given to applicants who possesses one or more certifications in Microsoft applications.
3. Strong preference may be given to applicants with experience providing basic IT support and administrative support in a technology-related field.
4. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.

Additional Eligibility Qualifications

1. Selected applicants must obtain and maintain one or more Microsoft applications certifications within 12 months of employment.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

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AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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