

Job Title: **Business Support Technician**
 Job Family: **Central Administration Support**
 Pay Program: **Classified**
 Typical Work Year: **12 months**

Job Code: **050201**
 FLSA Status: **Non-Exempt**
 Shift Differential: **No**
 Pay Range: **G22**

SUMMARY: Supports all areas of the department and personnel by providing varied and complex support in most of the following areas: system administration, finance, office support, office administration, direction/guidance, training, reporting, coverage, customer services, payroll, revenue and licensing accomplished through district information technology systems. Responsible for quality assurance of department data and documentation. Assists department administration with creating, training, and supervision of department processes and policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Frequency and percentage of time may vary based on assignment.*

Job Tasks Descriptions	Frequency	% of Time
1. Responsible for managing, customizing and configuring complex departmental databases through the use of district technology systems. First point of contact for district staff regarding system and/or support issues, questions, and concerns. Upgrade server and/or individual machines per IT protocols as needed. Maintain organized list of bugs and/or enhancements needed/wanted for the program, make suggestions and provide documentation. Main resource for inputting data. Analyze data for accuracy to ensure data integrity. Identify and correct errors as needed.	D	25%
2. Responsible for creating, preparing and verifying reports used for billing, invoice charges using district information technology systems. Distribute reports to the appropriate departments. Monitors annual budget, generates purchase orders, manages purchasing card accounts and transactions, pays invoices, prepares and processes billing for internal/external customers for department services, and maintains department petty cash account. Pursues receipt of overdue amounts and prepares support documentation for recovery of amounts.	D	25%
3. Provides office and clerical support for department by maintaining office machines and performing minor IT support and troubleshooting. Assist with organizing and participating in department projects. Maintains department calendar/schedules. Coordinates meeting dates and appointments, schedules locations, orders refreshments, provides meeting minutes, generates letters, issues and maintains records of building keys and other district items. Coordinates travel arrangements including airline, hotel and travel expenses. Provides backup assistance and coverage for other areas as needed.	D	15%
4. Work with and maintain confidential department personnel files. Generate personnel related paperwork such as requisitions, change forms, etc. Provides administrative support/assistance by assisting with interviewing/hiring, addressing complaints, resolving problems and training. Work with department leadership on foregoing activities.	D	10%
5. May be responsible for approval, verification, validating and approving reported time in district time and labor system. May prepare and analyze time and labor reports and complete paperwork for payment of stipends and other pay.	W	10%
6. Provides customer service support for department. Assists customers, with their needs, provide information requested or needed information. Screens and directs visitors. Answers, screens and directs incoming calls. Trains and provides guidance to employees regarding department and district procedures and policies in areas such as time and labor, additional pay and computer applications.	D	10%

7. Perform other job-related duties as assigned.	Ongoing	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma or equivalent.
- Must be a minimum of 18 years old.
- Courses in business or vocational school in business administration, budgets/accounting, office management equivalent to one year of college. Additional relevant related experience may be substituted for this educational requirement.
- Minimum of five years of experience in clerical and office support.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber-security with respect to student and staff data, and related information systems
- Advanced knowledge of MS Office products.
- Extensive knowledge of database management including knowledge of queries and data analysis.
- Excellent keyboarding skills.
- Basic math skills.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of district information technology systems and any other department specific software and equipment required within 2 months after entering position

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Department director, manager or coordinator	varies

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

- Responsible for assisting with interviewing, hiring and training employees; and assisting with addressing complaints and resolving problems.

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Monitors department accounts to ensure expenses are made from correct account.
- Manages department petty cash account.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feel				X
Reach with hands and arms				X

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze			X	
Communicate			X	
Copy		X		
Coordinate			X	
Instruct		X		
Compute			X	
Synthesize		X		
Evaluate			X	
Interpersonal Skills				X
Compile				X
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles		X		
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	