

**INGHAM COUNTY
JOB DESCRIPTION**

MIS ADMINISTRATIVE CLERK/HELP DESK

General Summary: Under the supervision of the MIS Director, provides a variety of secretarial support such as preparing correspondence and other documents, answering the telephone, and maintaining files. Prepares charges based on job accounting system and bills departments and outside agencies for MIS Department services. Provides support to various departments and users by troubleshooting equipment problems and responding to “help-desk” inquiries.

Essential Functions:

1. Reviews the telephone bill, enters data in computer, and runs programs to split charges by department so that charge-backs can be made to the appropriate departments.
2. Responds to “help-desk” inquiries, includes responding to user calls to MIS and assists with inquiries relating to basic equipment and software problems and directs more difficult problems to the technical staff. Determines urgency of problems and generates work orders for technical staff.
3. Places service calls for PC’s, terminals, printers and other hardware, records calls online, ensures prompt service and follows-up to ensure problem is resolved.
4. Assists the Jury Coordinator in processing and organizing jury information, including questionnaires, entering data on jury system to computer and sending summons to jurors. Assists Jury Coordinator in providing information to the public regarding eligibility for excusal or postponement of jury service and supplies basic information on jury duty.
5. Maintains records of users, computer logs, computer equipment inventory, maintenance costs, and other areas.
6. Maintains spreadsheets pertaining to budgets and departmental charge-backs.
7. Processes purchase orders for County departments for computer software, hardware, and related equipment.
8. Coordinates the accounts payable function for the department, includes verifying invoices, maintaining records, and balancing with records of the County Clerk. Responds to questions regarding payment of invoices.
9. Serves as back-up to the Jury Telephone Coordinator on the telephone PBX switches and voice mail system. Enters, moves and changes on the software.

10. Assists with troubleshooting problems related to the telephone system, telephone lines and telephone hardware.
11. Prepares, processes, and maintains various confidential records, and maintains departmental filing systems.
12. Processes mail, makes copies, sends faxes, and performs other general support tasks.

Other Functions:

Performs other work duties as assigned.

(The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.)

Employment Qualifications:

Education: A high school diploma or equivalent is required. Advanced coursework in accounting/bookkeeping, data processing or related areas of business is preferred.

Experience: Two years of experience providing administrative support is required. Prefer experience in a data processing, telephone system management or basic computer support.

Other Requirements: None

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)

Physical Requirements:

- Ability to sit, stand, walk, bend and stretch in order to retrieve supplies and operate standard office equipment.
- Ability to lift, hold and carry objects weighing up to 50 pounds.
- Ability to communicate and respond to co-worker and customer inquiries both in person and over the phone
- Ability to handle varying and often high levels of stress.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above.)

Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.)

Working Conditions:

The work environment is a typical office setting. Safe work practices in regard to office equipment, avoiding trips/falls and fire regulations are required.



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UAW Position***