

Anoka-Hennepin Independent School District #11
Job Description

Title: Communications Technology Assistant
Department: Communications Technology
Reports to: Communications Technology Manager
Prepared Date: June 15, 2004

SUMMARY OF RESPONSIBILITIES

Provides support in data collection/maintenance for district telephone, email, and voicemail systems.

DUTIES AND RESPONSIBILITIES

- Assists in collection and preparation of data for maintaining district wide telecommunications system.
- Coordinates changes and maintains district-wide voicemail system
- Assists in maintenance of district-wide email system and Internet email gateway.
- Produces district communications directory.
- Assists with management of telecommunications/communications system billing process and job ticket system, including tracking of open tickets.
- Performs software installation as directed.
- Assists with design of custom databases.
- Assists with coordination and staff development as needed for email, telephone service, voicemail, etc.
- Performs other tasks and assumes other responsibilities as assigned by the Communications Technology Manager.

SUPERVISORY RESPONSIBILITIES

Directly supervises two (2) non-supervisory/clerical employees.

EDUCATION and/or EXPERIENCE

Requires Bachelor's degree from four-year college or university with emphasis in information or technology management, or equivalent experience and/or training; or equivalent combination of education and experience. Two years technology management preferred, other related administrative experience considered.