



DATE ISSUED: 09/05

FLSA: Non-Exempt

PTO: COVS

JOB DESCRIPTION

TITLE

Operations Assistant

JOB SUMMARY

Performs varied tasks relating to the preparation and processing of procedures, data collection and reporting, and departmental and clerical duties. The operations assistant works with end users to assist with procedural and operational support.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, (within Instructional Support Services)

Supervises: No supervisory responsibility

PRIMARY DUTIES - May include, but not limited to the following:

Assists end users by addressing and routing questions and inquiries on departmental policies and procedures.

Prepares, records and distributes reports.

Assists with departmental clerical duties.

Assists other teams within Information Services.

Assists in assuring procedures and policies are followed to ensure the security and integrity of systems/networks.

Assists in the implementation of institutionally appropriate and effective disaster recovery plans.

Provides direct user support in the areas of desktop computing, printing services, classroom technology, videoconferencing services.

May be required to work a flexible schedule, including nights, weekends and holidays.

ADDITIONAL DUTIES

May be required to assist users in different locations or facilities depending on campus duty assignment. Performs other duties as requested.

EDUCATION

High school diploma or equivalent required, some college preferred.

EXPERIENCE

One year of experience in information technology systems preferred.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge of modern computing systems.

Working knowledge of office practices and methods.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to represent the department and University in a friendly, courteous, and professional manner.

Exercise good judgment, sound reasoning skills.

Ability to work well independently as well as in a team environment.

Ability to use a personal computer and other office equipment.

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

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to operate a personal computer. May be required to sit for long periods of time. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 25+ pounds.

WORK ENVIRONMENT

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. The employee may be required to travel. Daily exposure to PCs and networks. May move heavy equipment and boxes. May be required to work a flexible schedule, including nights, weekends and holidays.

SAFETY

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.