

Information Technology Help Desk Assistant

Based in Hartford, Connecticut

About Us:

Connecticut Education Association is a dedicated educators' labor union whose mission is to champion educators, students, and public schools. We have been a leading voice for teacher professionalism and school improvement since we were formed in 1848.

The Connecticut Education Association (CEA) is seeking applicants for the position of Information Technology Help Desk Assistant.

We are looking for a candidate with enthusiasm for public education and expertise to help the Information Technology side of the Connecticut Education Association's mission. The successful candidate uses a variety of administrative and information technology skills to support the reception desk for the central headquarters of the association. In this capacity, the associate greets and directs visitors; answers telephone calls; records messages; gives information to callers; reads, types and/or operates office automation equipment; and provides clerical support and minor administrative and business assistance for those who request it. The associate in this position also uses a full range of secretarial skills, provides clerical support and minor administrative and business assistance as directed by the Chief Financial Officer (CFO).

General Duties and Responsibilities

- Answers and refers incoming phone calls or redirecting as required in absence of the requested recipient. Greets and directs visitors to appropriate areas. Utilizes own knowledge of the program and/or organizational activities to respond to inquiries or forward callers to the appropriate party.
- Receives and forwards special postal and other incoming deliveries.
- Operates personal computer or other office automation equipment in accordance with operating instruction and procedures to produce manuals, statistical reports, forms, graphs, letters, reports and/or other documents as directed.
- IT Help Desk Support to users by answering questions and providing support in a timely manner.
- Logging all service requests, updating tickets as needed and updating employees on the status of their service request.
- Provides problem resolution, reassigning or escalating advanced inquiries to appropriate technician or manager.
- Records data required to analyze problems and track them to final solution.
- Prepares and presents reports related to IT problems and IT help desk activity for management review and action.
- Makes and distributes photocopies of various materials and documents as required; maintains various lists, records and other transactions as may be necessary to ensure smooth running and efficient operations of the area.
- Works effectively in a cooperative team environment. Takes initiative to assist others when workload permits and exhibits ability to receive assistance from others when needed.

- Assist Information Technology Associate with resolving technical issues, maintaining hardware and software installations, and improving IT systems.
- Maintains meeting calendar, coordinating with CEA's meeting and events planner and other secretarial and administrative staff, as necessary.
- Proofs, drafts and edits correspondence, reports, manuals, and other documents using correct English grammar, punctuation, spelling, and format in all areas of the work, e.g., the day-to-day communications in the office and over the telephone.
- Performs other related duties as assigned.

Skills and Qualifications

- Good working knowledge of CEA's primary goals and objectives.
- Excellent verbal communication skills to make a professional and favorable impression on visitors and callers. Strong interpersonal skills to make people feel welcome and well served by the organization.
- Proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Ability to explain technical information in understandable language to nontechnical staff members.
- Thorough knowledge of office procedures, with skills in organizing and prioritizing work.
- Thorough knowledge of English composition, grammar, spelling, and punctuation for the purposes of composing and editing various routine documents, including correspondence and reports; and for verbal communication with co-workers and members, visitor, and others.
- Highly proficient skills in using telephone technology answering system, personal computers, for the purpose of producing statistical tables, routine correspondence, charts, reports, and numerous other documents.
- Strong verbal and written communication skills.
- Excellent attention to detail.
- Strong ethics.
- Ability to work independently and as part of a team.
- Associate Degree in Information Technology.

Person to Whom This Position Reports:

Manager: Chief Financial Officer

Pay and Benefits

The salary range is \$58,081 – \$74,426 annually determined by experience. We also offer medical, dental and vision plans, a retirement plan, and paid holidays, vacation days, personal days, and sick time.

Equal Opportunity

Connecticut Education Association is an equal opportunity employer, and we are committed to fostering an organizational culture of diversity and inclusion. Women, minorities, people of color, members of the LGBTQ+ community, and people with disabilities are strongly encouraged to apply.

Individuals with disabilities requiring disability relate accommodations in the application and interview process, please call Jennifer Green in Human Resources @860-725-6303.

Applications

Interested candidates should submit a letter of interest, resumé and complete contact information via email to Jennifer Green at Jenniferg@cea.org no later than February 23, 2024.