

JOB DESCRIPTION

POSITION:	TECHNICAL SUPPORT CLERK		
DEPARTMENT:	Information Technology	UNION:	C.U.P.E. Local 543
LOCATION:	350 City Hall Square	JOB CODE:	543048
HOURS PER WEEK:	33.75	GRADE/CLASS:	0.09
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to the Chief Information Officer/Executive Director of Information Technology, this position will perform clerical and administrative duties for the department including answer and log telephone calls/inquiries, provide statistical reports, maintain a record of resolutions in a database and provide follow-up on outstanding calls, contact vendors for problems in regards to invoices, receives shipments of hardware and software and maintains a log of outstanding shipments; Website and Dashboard content editing; reconciles departmental cellular telephone billing and collects for personal use; updates and maintains weekly payroll forms and documentation, uses PeopleSoft Financials and completes database updates, performs duties of Absence Coordinator in accordance with corporate procedures which includes all tasks related to employee's sick leave, vacation, leave of absences and banked overtime, processes gross pay for hourly and salary employees; responsible for performing a variety of tasks related to accounts payable, accounts receivable and purchasing including processing invoices and purchase requisitions in PeopleSoft, completing cash deposits; completes journal entries, processes interdepartmental billing, business expense vouchers and deposits; responsible for coordinating travel arrangements and reservations and processing travel advances and expenses; processes and distributes internal and external mail; provides backup support to the Administrative Assistant/Secretary. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma, plus one (1) year of post-secondary education from a Community College or University in computer courses, or Ontario Ministry of Education equivalencies;
- Must have over one (1) year of payroll and general office experience in a computerized office environment using the Microsoft Suite of products (such as Excel, Word, Power Point, Outlook);
- Must have a good working knowledge of Word & Excel software packages;
- Must possess previous customer service experience;
- Must have excellent written and verbal communication skills;
- Must have strong interpersonal ability; problem solving abilities; and organization skills;
- Should have a basic knowledge of accounting;
- Experience with PeopleSoft HRMS and PeopleSoft Financials or related equivalent systems will be considered an asset;
- The physical demands analysis associated with this job indicates a sedentary level of work.

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.