BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Office Manager- Information Technology

DEPARTMENT: Information Technology

FUNCTION: Supports the Executive Director of Information Technology and the daily operations of the Information Technology Office by organizing and coordinating office operations and procedures, including budgets, vendor contracts and procurement to ensure the Information Technology division's efficiency and effectiveness.

REPORTS TO: Executive Director of Information Technology

SUPERVISES: This position does not supervise other staff members; however, may give work direction to other employees as directed by the Executive Director of Information Technology

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Plans, designs, implements and organizes office operations, procedures, policies and systems. Screens and routes calls to appropriate staff and assists callers with general inquiries.
2. Sorts, reviews and distributes incoming and outgoing mail.
3. Maintains office equipment and supplies inventory; creates, reviews and approves requisitions and purchases for IT department.
4. Manages, monitors and ensures accuracy of invoices, leases and maintenance agreements; builds and maintains vendor relationships; negotiates lease and renewal contracts and administers vendor contracts and service agreements.
5. Manages equipment procurement; investigates and identifies cost reduction opportunities.
6. Maintains the IT department budget and monitors expenditures.
7. Coordinates staff schedules for multiple shift coverage.
8. Coordinates and schedules meetings, conferences and special events; prepares meeting agendas; ensures all necessary support tasks are completed prior to and following each meeting; prepares minutes and disseminates to appropriate staff. Plans, designs, implements and organizes office operations, procedures, policies and systems.
9. Screens and routes calls to appropriate staff and assists callers with general inquiries.
10. Coordinates IT Department's record retention, ensures protection and security of
files and records, and transfers and disposes of records according to retention schedules and policies.

11. Manages IT Department's timekeeping and timesheet processing.

12. Acts as backup to the Help Desk; answers Help Desk calls, log employee inquiries, equipment issues and contact information.

13. Acts as liaison between IT Department and other College departments, agencies, and organizations.

14. Performs additional tasks or duties as assigned by the Executive Director of Information Technology or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Has intermediate proficiency in the use of the Microsoft Office suite. Possesses knowledge of basic accounting, budgeting, forecasting, purchasing and leasing; familiarity with standard computer hardware and business software packages. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Associate's degree (A.A.) in office administration or a related field (higher degree a plus) OR three to five years related experience directly supporting staff at the executive level OR equivalent combination of education and experience.

Experience: Minimum of 3 years working in office administration or related role; experience directly supporting staff at the executive level will be required.

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title
THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE