

<b>Job Title</b>	Administrative Assistant
<b>Employer/ Agency</b>	HARRIS COUNTY
<b>Job Description</b>	<p>Under the supervision of the Information Technology Coordinator, the position serves in the Central Data Intake Program and provides Help Desk support, performs a variety of records management duties to software users by providing customer service for the EVOLV Community Support client management system.</p> <ul style="list-style-type: none"> <li>• Provides administrative support duties to sustain efficient business operation.</li> <li>• Manages and assist with collecting and sorting client data entered into the Client Management System within defined timeframes.</li> <li>• Prepares and sorts documents; identifies and classifies data for entry.</li> <li>• Contacts originators of source documents to resolve questions, inconsistencies, or missing data regarding client data.</li> <li>• Manages and maintains electronic filing system.</li> <li>• Keeps record of work completed; routes source documents after completion.</li> <li>• Serves as backup to County Protective Services.</li> <li>• Data Entry Central Intake Account for agency programs.</li> <li>• Troubleshoots Client Management System helpdesk tickets.</li> <li>• Provides Tier 1 through Tier 2 help desk services for obtaining information, initial analysis of problem and basic troubleshooting to solve issues, password resets, and duplication of clients in EVOLV.</li> <li>• Serves as inventory system backup (IFAS).</li> <li>• Performs general clerical support functions: Processes and pays bills in IFAS for all IT program supplies and equipment (laptops, desktops, air cards, etc.)</li> <li>• Performs other duties as assigned.</li> </ul>
<b>Qualifications</b>	<p><b>REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• High school diploma or its equivalent (GED).</li> <li>• Three (3) or more years of paid full-time experience working in a general office setting with responsibility for office practices and procedures, customer service, information processing, and troubleshooting issues for database applications.</li> <li>• Training and experience using a personal computer with a variety of software including Microsoft Office.</li> <li>• Excellent oral and written communication skills.</li> <li>• Skill in communicating problem messages to other staff.</li> </ul> <p><b>PREFERENCES:</b></p> <ul style="list-style-type: none"> <li>• Working knowledge of EVOLV CS client management system.</li> <li>• Two (2) years' experience troubleshooting issues in EVOLV CS client</li> </ul>

	management system.
<b>Salary/Hours</b>	DOE
<b>City, State, Zip</b>	Houston, Texas
<b>Telephone</b>	713-274-5444
<b>Email Address</b>	<a href="mailto:employment@bmd.hctx.net">employment@bmd.hctx.net</a>
<b>Application Method</b>	Apply online: <a href="http://agency.governmentjobs.com/harriscountytexas/default.cfm?action=jobbulletin&amp;JobID=1706667">http://agency.governmentjobs.com/harriscountytexas/default.cfm?action=jobbulletin&amp;JobID=1706667</a>
<b>Opening Date</b>	Immediate

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@central.uh.edu](mailto:mswjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.

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