

DEPARTMENT: NIAGARA COUNTY INFORMATION TECHNOLOGY
CLASSIFICATION: COMPETITIVE
APPROVED: JUNE 11, 2026

CONFIDENTIAL SECRETARY – INFORMATION TECHNOLOGY

DISTINGUISHING FEATURES OF THE CLASS: The incumbent serves as the confidential secretary to the Director of Information Technology and provides administrative support to the department. The incumbent assists the Director by performing administrative duties to include scheduling, filing, assisting with meeting preparation and presentations, and responding to calls and correspondence. The incumbent is responsible for providing first-line help desk support and for the departmental payroll, personnel record keeping, financial record keeping, and other projects as assigned. This is important administrative support and liaison work involving the frequent exercise of independent judgment in planning and coordinating the non-technical activities of the department in accordance with established policies, procedures, rules, and laws. The incumbent works under general direction. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Serves as confidential secretary to the Director;
2. Assists the Director and staff by performing administrative support tasks;
3. Provides first-line technical support by diagnosing, resolving, and escalating information technology problems and requests reported to the help desk;
4. Maintains department work schedules and availability calendar and schedules/arranges meetings, conferences, travel arrangements, and appointments;
5. Accurately completes the department payroll; personnel transactions; financial record keeping; accounts receivables and payables; ordering office supplies and maintaining inventory records; and interdepartmental and municipal billing in a timely manner; etc.;
6. Monitors maintenance contracts and completes renewals as required;
7. Participates in the preparation of annual budget; monitors budget performance and advises staff on spending plans that affect budget constraints; and monitors department expenditures, capital expenditures, and revenue collections;
8. Composes/authors and prepares correspondence, memoranda, reports, newsletters, informational material, legislative resolutions, and minutes of meetings, hearings and conferences;
9. Prepares and maintains activity, cost, and progress records and reports/spreadsheets related to the work using statistical and narrative information;
10. Monitors and tracks status of various program activities;
11. Screens callers and visitors to determine the nature of the inquiry, answers questions on established policy and procedure and/or refers to appropriate party or office;
12. Prepares and/or updates lists, forms, statistical data, letters, etc., on a personal computer;
13. Transmits information or instructions from supervisor to appropriate staff orally, in writing, or electronically, and follows up to see that instructions are followed and deadlines are met;
14. Develops, maintains and updates complex computerized records requiring knowledge of agency services and procedures;
15. Maintains office records and statistics using database or spreadsheet software;
16. Utilizes modern office software and social media platforms;
17. Assists the Director with confidential personnel matters and may participate and assist in personnel related matters such as interviewing, employee training and evaluations, grievances, and disciplinary procedures when assigned;
18. Attends assigned meetings;
19. Provides direction on work projects, assigns work and may oversee assigned staff.

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CONFIDENTIAL SECRETARY – INFORMATION TECHNOLOGY CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of Niagara County government, policies, and procedures; good knowledge of governmental financial record keeping policies and procedures; good knowledge of the principles, terminology, practices and procedures of the Information Technology Department; good knowledge of information technology help desk ticketing system; skill in maintaining records and in preparing reports utilizing modern office software applications including word processing, spreadsheets, and databases at an acceptable rate of speed and accuracy; good technical acumen and customer service skills with the ability to diagnose, resolve, and escalate information technology problems and requests; ability to trouble-shoot information technology issues and assist end-users with resolution; ability to establish priorities and gain the cooperation of others; ability to analyze data, make recommendations, and implement policies and procedures; ability to maintain confidential and sensitive information; ability to plan, manage and organize office functions independently; ability to handle routine administrative details independently, including the composition of letters and memoranda; ability to understand and follow complex oral and written instructions; ability to establish and maintain cooperative relations with the public and other governmental and private agencies; ability to utilize modern office software and equipment at an acceptable rate of speed and accuracy; ability to get along well with others; ability to communicate effectively both verbally and in writing; clerical aptitude; a high degree of accuracy, industry and dependability; integrity; resourcefulness; confidentiality; sound professional judgment; physical condition and maturity commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **AND** one of the following:

1. Graduation with a Bachelor's Degree; **OR**
2. Graduation with an Associate's Degree **and** two (2) years of full-time paid clerical experience working in a legal field which shall have involved maintaining computerized records in a database or spreadsheet application and preparing reports; **OR**
3. Four (4) years of full-time paid experience as described in #2 above.

NOTE: Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.