

# #11374 - PROGRAM ASSISTANT II - External

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## Edit Posting

**Job Requisition:** 11374

**Posting Status:** Not posted

**Posting:** 2

**Posting Rule:**

**Job Posting URL:** <http://tinyurl.com/yaqbgpp6>

**Job Board:** External

**Posting Begin Date:** 03/28/2018

**Posting End Date:**

**Minimum Salary:** 32,857.500

**Maximum Salary:** 38,512.500 USD

**Location:** US:NH:CONCORD US:NH:CONCORD

## Details

**Title:** PROGRAM ASSISTANT II

**Description:**

**State of New Hampshire Job Posting  
Public Utilities Commission  
Business Office  
21 South Fruit Street, Concord, NH 03301**

**Program Assistant II  
Labor Grade 15  
Position # 14356**

### Summary:

To perform administrative, operational and computer support tasks for the Commission.

### Responsibilities:

Provides administrative and operational support to the Clerk's Office and other Divisions by processing, organizing and distributing docket filings and other related materials for the electronic document management system and official Commission files, and responds to inquiries from the public, utilities, and agency personnel in order to provide information and clarify or correct inconsistencies and errors on docket filings and other

related materials.

Provides administrative and operational support to the Business Office by overseeing fleet and building maintenance, preparing assessment mailings, processing grant and contract paperwork, and coordinating workshops/clinics on Ethics, Sexual Harassment, Defensive Driving, **cardiopulmonary resuscitation (CPR)** and other health and safety issues for Commission staff.

Develops and provides staff training on standard desktop software and the Commission's specialized applications; provides one-on-one assistance as required; troubleshoots software problems; assists staff with computer logon issues; coordinates with DoIT on group efforts such as software updates and rollouts.

Assists the Regulatory, Innovation and Strategy Division in the development of training materials.

Insures the configurations of the computer and audiovisual equipment available for loan to staff are up to date; manages the temporary assignments of all equipment loaned to staff; oversees issues with the Commission's peripheral computer equipment; provides support for teleconferencing and audio visual access to hearings.

Creates and distributes Wi-Fi access codes weekly for Commission visitors.

Assists the Business Office in the processing of new employees by identifying electronic folder access requirements, hardware and software needs; conducts new employee technical orientation.

### **Minimum Qualifications:**

**Education:** Associate's degree from an accredited institute of higher education with major study in accounting, information technology or business administration. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years of experience in government or private industry doing administrative work, financial processing or providing technical training and support, with responsibility for providing information to others. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** None required.

**PREFERRED QUALIFICATIONS:** Experience with Windows, Microsoft Office Suite and Adobe Acrobat. Familiarity with NH FIRST, internet and database applications for research and processing.

**SPECIAL REQUIREMENTS:** For appointment consideration, Program Assistant II applicants must

successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.

**DISCLAIMER STATEMENT:** The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

For further information please contact Eunice Landry, Business Office Director [eunice.landry@puc.nh.gov](mailto:eunice.landry@puc.nh.gov), (603) 271-6008, 21 S. Fruit Street, Concord, NH. 03301.

EOE

TDD Access: Relay NH 1-800-735-2964