

NORTH EAST SCHOOL DIVISION # 200



JOB DESCRIPTION

POSITION TITLE: Information Technology Administrative Assistant

REPORTS TO: **Directly: Superintendent of Schools**
Indirectly: Data Administrator, (IT Manager & Digital Learning Coordinator)

Purpose:

The Information Technology (IT) Administrative Assistant provides support to department management and staff organizing correspondence, developing reports and general clerical duties.

Required Education, Knowledge, Qualifications and Experience:

- A Grade 12 diploma from a provincially recognized institution or equivalent.
- A minimum of one year office or administrative assistant experience.
- Minimum of one year of Office Administration training at a recognized institution.
- A post secondary diploma or certificate in administration would be an asset.
- Advanced knowledge of business English, spelling and punctuation.
- Knowledge of basic accounting practices.
- Demonstrated knowledge in the operation of office equipment, such as the following: multi-line telephone, photocopier, fax, computer, printer, laminator.
- Demonstrated knowledge of office methods and procedures used in maintaining an office.
- Advanced knowledge in the operation of computers, web based applications and additional software comparable to those currently used in the school division.
- Minimum keyboarding speed of 50 wpm.

Required Skills and Abilities:

- Superior interpersonal and communication skills, both verbal and written.
- Excellent listening skills and ability to carry out directions in a timely manner.
- Excellent time management skills, including punctuality.
- Ability to work independently with minimum supervision as well as a team player when required.
- Strong Project Management skills and the ability to prioritize multiple demands and manage time.
- Ability to maintain strict confidentiality relative to school division operations.
- Ability to deal effectively with a broad range of members of the public, including parents.
- Self-directed, as well as task and goal oriented.
- Display a professional appearance and a positive attitude.
- Accurate filing and proofreading skills.
- Ability to do Light Load Work which includes:
 - exerting up to 20 lbs. of force occasionally
 - exerting up to 10 lbs. of force frequently to move objects

Supervision of Staff:

This position does not involve the supervision of staff.

Duties and Responsibilities:

Without restricting the generality of the general description above, the IT Based Administrative Assistant shall perform such duties and responsibilities as may be assigned included but not restricted to the following:

- Administer department specific software as required. That may include multiple systems that work together cross functionally such as accounting, student information or personnel.
- Create and manage user accounts for staff and students in multiple software systems (I.E. Student Achieve Parent, Student Portal and/or Moodle) for the division.
- Assist with development and management of Web Pages as required.
- Assist with the creation and management of all relevant policies and procedures for the department.
- Provide support and assistance for the help desk as well as manage all help desk tickets.
- Provide assistance with centralized purchasing and inventory management.
- Perform receptionist duties: greet visitors and parents, answer their questions and direct them to appropriate offices and meeting rooms; answer the telephone, ascertain the nature of the caller's business; provide information or direct inquiries, as required.
- Assist with creation of documentation and user manuals.
- Assist with project management documentation that includes documentation of project timelines.
- Input, edit, proofread and finalize correspondence, reports, statements, invoices, forms, presentations and other required documents.
- Respond to telephone, in person or electronic inquires or forward to the appropriate person.
- Provide general information to staff and the public.
- Photocopy and collate documents for distribution, mailing and filing.
- Maintain and prepare reports from manual or electronic files, inventories, mailing lists and databases.
- Process incoming and outgoing mail, manually and electronically as required.
- Complete purchase orders for office and supplies for authorization, check orders received and distribute to appropriate staff, and maintain an inventory of supplies.
- May sort, process and verify applications, receipts, expenditures, forms and other documents.
- Perform various computer, word processing, typing responsibilities and written communication skills, such as: forms, correspondence, handbooks, newsletters, schedules and a variety of reports.
- Be knowledgeable about and supportive of administrative procedures and directives.
- Conduct oneself in a manner appropriate to an educational institution that provides services to children.
- Be willing to engage in lifelong learning with respect to training, in-services and courses of study.
- Perform other duties as may be required or assigned by the department head.

Judgment, Independence and Client Contact:

Confidentiality:

At no time should the IT Administrative Assistant discuss in public information pertaining to anyone in the school division. The Administrative Assistant is expected to respect the confidential nature of the position by avoiding discussion about any topics that are not formally communicated to the public by the administration of the school or the school division. Breaching confidentiality is a serious violation of acceptable conduct.

Independence:

The IT Administrative Assistant is expected to work independently and as a team member of the assigned Department, the schools and the division office as required.

Client/Peer Contact

This employee works collegially with school staff, school-based administration and other division based staff. Contact with other employees and outside agencies is regular and frequent.

Responsibility for Quality of Assigned Work:

The employee is under supervision and is responsible for the quality of the work and is expected to seek clarification and direction on any matters of concern.

Salary Grid:

The salary grid for the Administrative Assistant is tied to the following grids:

Division Office Administrative Assistants Range 1

Division Office Administrative Assistants Range 2

Approved By:	Dean Biesenthal
Date Approved:	June 24, 2011
Reviewed:	