POSITION TITLE: **ADMINISTRATIVE ASSISTANT IT**

Reports to: **Supervisor of Technology**

Function/Purpose:
To provide administrative, operational, and coordination support to the Information Technology department, ensuring that service requests, purchasing activities, asset records, inventory, financial documentation, and departmental processes are managed efficiently, accurately, and in accordance with divisional requirements.

General Description:
The IT Administrative Assistant provides administrative, operational, and coordination support essential to the effective functioning of the Information Technology department. This role supports service request intake, purchasing and procurement administration, asset and inventory records, financial tracking, fleet coordination, documentation, and departmental administration.

Required Education, Knowledge, Qualifications and Experience:
- Possess a Grade 12 diploma
- Minimum of one year of secretarial training (or equivalent) at a recognized institution as approved by the Division or sufficient experience to be the equivalent of such training.
- Current experience in the operation of an integrated computerized accounting system.
- Demonstrated knowledge of computer systems and the ability to work in a variety of software applications.
- Experience with computerized financial/accounting systems, or demonstrated ability to learn Division financial and purchasing systems. .
- Demonstrated proficiency with Microsoft 365 applications, including Word, Excel, Outlook, and shared electronic records.
- An understanding of manual and computerized accounting systems.
- Experience in the operation of a variety of office equipment including but not restricted to: copiers, calculators, fax machines, computers, typewriters, telephone, etc.

Required Skills and Abilities:
- Excellent interpersonal and communication skills, both verbal and written.
- Excellent listening skills.
- Accurate filing skills.
- Ability to work as a team player.
- Organizational and time management skills.
- Self-directed, task-oriented, and goal-oriented.
- Ability to prioritize and coordinate multiple demands and deadlines.
- Strong attention to detail and commitment to accuracy.
- Ability to maintain accurate financial, purchasing, inventory, and asset records.
- Ability to administer purchasing and procurement processes in accordance with established procedures.
- Ability to work independently and follow through on assigned tasks and departmental workflows.
- Ability to communicate professionally with staff, schools, departments, vendors, and members of the public.
- Display a positive attitude

Required Personal Characteristics:

- Trustworthy and respectful
- Approachable and accessible
- Collaborative and flexible

Duties and Responsibilities:

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

- Perform reception and helpdesk duties by monitoring incoming phone, email, and other service requests; answering general questions regarding IT processes and operations; creating and categorizing service requests; completing initial non-technical triage; routing requests to the appropriate IT staff; and supporting timely follow-up and progression.
- Coordinate and administer approved technology purchasing workflows including the preparation of purchase orders, purchase card orders, vendor communications, order tracking, receiving, reconciliation, maintenance of procurement records, and coordination of purchasing documentation in accordance with Division purchasing procedures and established approval authorities.
- Relay communications verbally and in writing to staff locally and at other Division offices, shops garages and schools.
- Receive, send, monitor, and distribute electronic communications as required.
- Monitor and manage assigned IT shared mailboxes, service-request communications, and other electronic communications, ensuring messages and requests are documented, distributed, routed, and followed up appropriately.
- Provide general support for all the functions carried out by the Supervisor.
- Assist with research on various topics related to the work of the Supervisor.
- Assist with budget preparation, reconciliation, financial tracking, and reporting, and maintain supporting purchasing and financial documentation as required.
- Prepare a variety of reports and documents as required.
- Maintain electronic and physical records, departmental documentation, contracts, inventories, purchasing records and other operational files in accordance with Division procedures and records retention requirements.
- Work with other departments, including, but not limited to, Human Resources, Accounting & Payroll Departments, to ensure that all documents are submitted in an accurate and timely manner.
- Inform all schools in the Division regarding all relevant IT operations as required.
- Process correspondence and other documents for the Supervisor of Technology.
- Schedule appointments, interviews and meetings including assisting with arrangements for coffee, meals, and room preparation.
- Coordinate technology asset and parts inventory administration including receiving, distribution, tracking, physical inventory counts, reconciliation, records maintenance, and disposal processes.
- Coordinate IT Department fleet vehicle administration, including scheduling maintenance and servicing, maintaining vehicle-related records, recording required maintenance and odometer information, and supporting operational and compliance documentation.
- Track the administrative status of open service requests and follow up with assigned staff or requestors as required to support timely progression, accurate records, and visibility of outstanding demand.
- Coordinate shipping and receiving of IT equipment, supplies, and materials; verify deliveries; retain packing slips and supporting documentation; update receiving and purchasing

records; and coordinate the distribution or handoff of equipment to appropriate IT staff or locations.
- Be willing to engage in lifelong learning with respect to training, in-services, and courses of study.
- Conduct oneself in a manner appropriate for an individual employed by an educational system that provides services to children.
- Deal tactfully with staff, students, parents, and the public.
- Be knowledgeable and supportive of applicable Board policies
- Other duties as assigned by the Supervisor of Technology

Judgment, Independence and Client Contact:

- **Confidentiality**

  The Administrative Assistant is expected to respect the confidential nature of the position by avoiding discussion of any topics that are not formally communicated to the public by the administration of the school or the school division. Information regarding a student, staff member or board member must not be discussed in public or with any person not authorized to receive that information. Exchange of personal information within the system shall be on a "need to know" basis. Breaching confidentiality is a serious violation of acceptable conduct and is grounds for disciplinary action up to and including termination of employment with the Board of Education.

- **Independence**
  The employee is expected to work independently with minimal supervision.

- **Working Jointly with Other Staff on Common Assignments or Tasks:**
  This position involves working closely with other personnel.

- **Responsibility for quality of assigned work**
  The employee is responsible for the quality of the work and is expected to seek clarification and directions on any matters of concern. The effectiveness of this position is dependent upon the efficient, accurate and timely processing and relay of information.

New appointees will undergo a ten (10) month probationary period.

Mission: Laying the foundation for success.

Vision: One student at a time.

Director Approved: November 10, 2026