



**POSITION TITLE: ADMINISTRATIVE ASSISTANT IT**

**Reports to: Supervisor of Technology**

**Function/Purpose:**

The purpose of the role is to provide clerical and administrative support for the Supervisor of Technology to facilitate efficient day to day operations of the IT Department.

**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.
- Demonstrated knowledge of current accounting practices and policies.
- Demonstrated knowledge of Microsoft Word and Excel software.
- 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.
- Ability to work independently with minimal supervision.
- Ability to maintain strict confidentiality with respect to Division operations.
- Ability to deal with a broad range of members of the public.
- Self-directed, tasks and goal oriented
- 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:

- Receptionist duties and helpdesk: monitor and triage incoming phone calls, including Helpdesk, answer questions regarding IT operations, create service requests, solve simple

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technology service requests, and redirect calls | service requests within the department in a professional and courteous manner.

- Assist with ordering of supplies, materials and equipment as required including shipping and receiving of items.
- Relay communications verbally and in writing to staff locally and at other Division offices, shops garages and schools.
- Receive, send, and distribute electronic communications as required including the help desk email & requests within asset planner.
- Process all written and electronic correspondence for the IT Department.
- 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, and reporting.
- Prepare a variety of reports and documents as required.
- Maintenance of a paper and electronic filing systems for all documents required for the IT Department.
- 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.
- Managing asset and parts inventory.
- 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:**

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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: February 10, 2022