

ADMINISTRATIVE ASSISTANT (IT)

CUPE 2357 – Level 3

CORE FUNCTION:

Under the direction of the Coordinator and Manager of Information Technology – Academic, the administrative assistant liaises with all board personnel to ensure proper direction of client requests and inquiries; provides support for Board computer applications; performs computer information resource procedures (maintains numerous inventories); provides software assistance to Board staff; performs clerical and administrative functions; and performs other duties, as assigned by the supervisor.

MAIN DUTIES:

Provides support for Board computer applications:

- provides client support for report cards, performance appraisals, etc.
- supports academic computers
- follows-up to ensure client satisfaction

Provides support for operations:

- assists System Supervisor, Technicians and teachers
- supports departmental staff with problem solving
- documents requests for service repairs
- duplicates CD/DVD's for schools

Maintains inventories:

- coordinates the training schedule for the Department
- advises participants of any changes to scheduling

Performs clerical/administrative functions:

- word processes a wide variety of material, ex. correspondence, forms, etc.
- performs general office procedures (ex. filing, correspondence, ordering supplies)
- prepares expenditure forms (ex. purchase orders, payment requisitions, etc.)
- maintains budget transaction binder
- assists in organizing special events
- responds to inquiries by phone and e-mail
- books meetings and arranges appointments
- organizes travel arrangements
- informs staff of meetings and activities
- maintains a filing system by function
- posts information on the Board's web site

- coordinates department newsletter

Provides support for technical procedures:

- maintains software/hardware sales to teachers
- ensures proper storage of data tapes
- liaises with suppliers
- responsible for paging services to Supervisors and Technicians
- maintains photocopier and fax machines

Provides support for sound and lighting equipment:

- maintains inventory of equipment
- assists in overhaul and maintenance of equipment
- processes booking requests
- arranges for pick-up and delivery
- contacts sound equipment suppliers
- handles phone calls

Performs other duties, as assigned by the supervisor.

SUPERVISION OF STAFF:

There is no supervisory responsibility

QUALIFICATIONS:

- Secondary school graduation
- 1 year of Community college in a related field
- 2 years of related experience
- Accurate keyboarding skills (60 w.p.m.)
- Proficiency in many computer software packages ex. MS Word, Excel and other computer applications, etc.
- Tact, diplomacy, discretion
- Initiative and organizational skills and the ability to work alone or as part of a team
- Excellent interpersonal skills
- Strong editing and proofreading skills

Individuals who possess an equivalent combination of education and experience may also be considered.