

<b>TITLE:</b>	<b>INFORMATION TECHNOLOGY ASSISTANT – ADMINISTRATION AND PROJECTS</b>	<b>229</b>
<b>SECTION:</b>	Information Technology Department (IT)	
<b>REPORTS TO:</b>	Director of Information Technology or designate	

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## **SUMMARY**

Under the general supervision of the Director of Information Technology or designate, IT Assistant – Administration and Projects is responsible for providing administrative and general support to the IT department.

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## **DUTIES**

1. Assist with communication and documentation for the department. Coordinate communications, including confidential material, via a variety of sources. Create and maintain departmental administrative data using appropriate software. Draft and edit meeting minutes, departmental procedures, correspondence and reports.
  2. Assist with the design and maintenance of the department's internal and external online presence and communications platforms, including websites and portals. Using publishing tools, prepare presentations, newsletters and other content for regular distribution and publishing to online platforms. Assist with the development and maintenance of the department's knowledge base of procedural and how-to documents.
  3. Responsible for event coordination, bookings and scheduling. Assist with organizing workshops, in-service planning, manage registration and maintain records. Prepare, distribute and maintain material and resources for events; organize travel arrangements.
  4. Assist with general research into IT solutions, products and vendors as required.
  5. Assist with Service Desk requests. Provide administrative and support assistance to IT Department Service Desk workflows, including directing and triaging incoming service requests to appropriate queues. Maintain service request and change management logs and tracking systems.
  6. Provide support to user access and account provisioning tasks, including those associated with on- and off-boarding, system and license access reviews.
  7. Provide administrative support on projects including documentation, communication, recording and communicating status and schedules, preparing reports.
  8. Assist with purchasing, expenses and budget management: Record, review and monitor department purchases, expenses and budget allocations; maintain supplier and vendor information; record, review and track orders; carry out procedures required for the annual and monthly budget and accounting processes; assist with the ongoing review, maintenance and tracking of contracts and supplier agreements.
  9. Assist maintaining databases of IT assets, inventory, contracts and licenses; assist with the planning, coordination and communication of equipment replacement purchases, contract and license renewals.
  10. Perform other related duties as required.
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## QUALIFICATIONS

- High school graduation or the equivalent
- Two-year diploma in Business Administration or Business Management from a recognized post-secondary institution including courses in accounting and project management with an emphasis on using modern business software tools or an equivalent combination of experience and training
- Minimum keyboarding speed and accuracy of 60 wpm
- Minimum 2 years in a senior assistant position, plus a minimum of 1 year in a technical support department using current, digital platforms
- Demonstrated, extensive knowledge of Microsoft Office products and a strong competence in spreadsheets, databases and desktop and online publishing tools
- Demonstrated competence with standard office and computer equipment
- Demonstrated ability to manage multiple projects, set priorities, work independently and as part of a collaborative team, perform duties with speed and accuracy, work effectively under pressure with assigned deadlines
- Excellent organizational, interpersonal and communication skills.
- Demonstrated ability to compose communications including reports and correspondence with excellent grammar, spelling and punctuation skills
- Demonstrated ability to deal with highly confidential and sensitive issues with a high degree of diplomacy and confidentiality
- Demonstrated strong research, analytical and problem-solving skills
- Demonstrated ability to exercise sound judgement and initiative in interpreting policy and guidelines, and recommendation of changes to methods and procedures
- Ability to lift and move medium/heavy objects throughout the day.