

Group: CUPE

Title: IT Office Assistant

Dept.: IT Department

Location: School Board Office

Position Description:

Provides clerical and technical support to the IT department. The role combines administrative responsibilities with basic technical support to help maintain an efficient IT environment.

Reports to:

Manager of Information Technology or designate.

Direct Reports:

N/A

Duties & Responsibilities:

- Maintains and updates IT documentation, including user manuals, hardware/software inventories and procedural guides.
- Tracks and maintains district IT equipment inventory, ensuring supplies are stocked and available as needed.
- Assists with the distribution, collection, and proper disposal of IT hardware.
- Research best possible pricing for computer and peripherals and submits purchase requests.
- Assists in tracking IT purchase orders and code invoices for processing.
- Logs and monitors support tickets, resolving basic support tickets or referring tickets as appropriate.
- Supports the IT department in ensuring compliance with data protection policies and cybersecurity protocols.

The above job description reflects the principle functions of the job. Other comparable or transient duties which are within the area of knowledge and skills required by the job description may also be assigned.

Job Requirements: Minimum Qualifications

Education & Experience:

- Grade 12
- A program in office administration including coursework in computerized accounting, bookkeeping, word processing, and data processing at the post-secondary level.
- Keyboarding 50 w.p.m.
- Six (6) months of proven previous clerical work experience.
- Experience in IT support is an asset.

Skills & Knowledge & Abilities:

SKILLS:

- Strong conflict resolution skills and an ability to manage difficult situations with tact and diplomacy.
- Customer service expertise.
- Strong collaboration and teamwork abilities.
- Effective communication, organizational and time management skills, along with attention to detail.

KNOWLEDGE:

- Basic understanding of IT systems, hardware, and software.
- Knowledge of computer software in a Windows environment, including word processing, spreadsheet, database, Microsoft Office and web-based applications.
- Knowledge and understanding of district processes to communicate effectively to solve practical problems.

ABILITY

- Ability to operate and troubleshoot a variety of software applications and peripherals.
- Ability to maintain effective working relationships with the teachers, principals, and other employees, in addition to various outside agencies/suppliers.
- Ability to understand and implement office procedures.
- Ability to organize and prioritize workload with limited supervision including managing requests and problem-solving.
- Ability to convey information and sustain productive working connections.
- Ability to handle frequent interruptions while working.
- Ability to adhere to deadlines, including flexibility and adaptability.

RESPONSIBILITY

- Exhibit professionalism and adhere to the district mission, vision, and values as outlined in the strategic plan.
- Adhere to District policies, procedures, and safety protocols.
- Manage confidential and sensitive information with discretion and professionalism.
- Work with minimal supervision, following established practices and/or methods.

- Maintain a high level of confidentiality.

WORKING ENVIRONMENT

- Extended periods of sitting or standing in one place.
- Extended periods of keyboarding and prolonged screen time.
- Working in a fast-paced work environment, managing time constraints, navigating frequent interruptions, and handling challenging interactions.
- Work is indoors in clean and well-maintained buildings.
- Work includes time pressures and constant interruptions.
- Long periods requiring significant concentration.

SALARY:

- Wages and employment benefits per CUPE collective agreement.

KEY RELATIONSHIPS:

Good working relationships with:

- School District 8 Staff
- Suppliers

Next scheduled revision: Winter 2030

Reviewed and agreed: January 10, 2025