

# **Administrative Assistant – IT Support Desk**

**Division: 4 (Clerical)**

**Reports to: Manager of Information Technology**

## **Job Summary**

The Administrative Assistant – IT Support Desk is the first-point-of-contact for School District staff in need of information technology assistance. Employees in this classification provide support over phone and email, record and track service requests, and perform clerical and administrative duties for the Information Technology department.

## **Duties and Responsibilities**

- Be the first point of contact for the IT helpdesk either by phone, in person, or email.
- Inputs and retrieves reported IT service requests in the Support Desk ticketing tool.
- Provides routine advice and guidance about systems, products and services to users, including standard troubleshooting procedures.
- Triage and escalate complex issues and requests to the appropriate technical teams, following up as required.
- Prepare user accounts and access permissions as required.
- Updates district mailing lists and security groups.
- Maintain communication with internal teams to provide resolutions for IT service requests.
- Maintains up-to-date knowledge of IT security policy and escalates reported security incidents to the appropriate teams.
- Perform administrative and clerical support for the IT Department.
- Maintains and reconciles department accounts statements manually and/or using a computer.
- Types and prepares various materials, including letters and memos.
- Maintain IT department records, including paper and electronic files.
- Completes and submits purchasing requisitions and journal entries
- Compares packing slips and invoices to requisitions and forwards to Financial

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Services department.

- Performs other clerical or emergent duties, as required.

### **Equipment Used**

Computer, photocopier, telephone, and other office related equipment.

### **Required Knowledge, Ability, Skills**

- High School grade 12 graduation plus an additional administrative certificate one year or equivalent.
- Industry certification such as Information Technology Infrastructure Library (ITIL), Help Desk Institute (HDI) or equivalent experience.
- Two years' experience in an IT Service environment.
- Excellent interpersonal, customer service and communication skills.
- Ability to maintain confidentiality and handle sensitive data using discretion.
- Working knowledge of the Microsoft 365 suite of applications and administration.
- Intermediate level word processing skills.
- Basic knowledge of database computer functions.
- Basic level bookkeeping skills.
- Keyboarding speed of 50 words per minute.
- Knowledge of Business English, punctuation, spelling and Business Math.
- Ability to use tact and diplomacy when handling contacts of a difficult or specialized nature, for the discussion and resolution of problems by presenting or obtaining detailed information in contact with public, parents, staff and students.
- Ability to perform individually and as part of a team.
- Ability to effectively communicate both verbally and in writing.
- Ability to plan, schedule and organize the workload effectively.
- Ability to work with constant interruptions.
- Ability to maintain close attention to detail for periods of sustained duration and to meet deadlines.