Administrative Assistant - Student Information Technologist

Division: 4 (Clerical)

Reports to: Systems Information Manager

Job Summary

With minimal supervision and direction, employees in this classification coordinate scheduling workload and training for clerical staff and provide direct assistance to School District Employees, Parents, students, other outside agencies. The student information systems support includes explanation assistance in resolving related concerns and problems, disseminating information, delivering on-the-spot training and encouraging self-help.

Duties and Responsibilities

- Assist in the provision of training to facilitator, clerical, teachers and administrative staff by using PowerPoint presentation, email and over the phone.
- Assist in maintenance of databases including students records, report cards and ministry reporting
- Submit, receive and analyse data to provide statistical reports to staff, the Ministry of Education and other sources.
- Maintenance of parent, student, staff, portals, and user accounts including account access for clerical
- Support for school-based training sessions for all staff groups including coordination of pro d day material
- First point of contact for online registration, parent calls, emails, communication with principals, managers, and district coordinators
- Assist in managing district waitlists, and the movement and placement of students in database
- Keyboard and compose a variety of materials, such as correspondence, training material, general reports, minutes, memoranda and emails
- Assist in working with student information system to diagnosis issues and suggest possible recovery procedures
- Interface between external service providers
- Assist in managing FOIPPA requirements
- Provide users updates and changes, known errors and new resources in regards to databases
- Perform other clerical or emergent duties

Equipment Used
Computer, photocopier, facsimile machine, telephone, calculator and other office related equipment.

Required Knowledge, Ability, Skills
- High School grade 12 graduation plus an additional administrative certificate one year or

equivalent

- Two years' experience in an office environment, which includes knowledge of databases
- Keyboarding speed of 50 words per minute.
- Knowledge of the processes, strategies and policies of school district 33, as applicable to the position.
- Logical and organized approach to tasks, and ability to effectively prioritize and balance multiple activities.
- Ability to work in a team environment, exercise good judgment, and act independently, as required.
- Interpersonal, customer service and communication skills to perform the duties of the position.
- Extensive, in-depth experience with the user environment and specific software systems will be an asset
- Ability to draft letters documents
- Ability to use a public address system
- 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 contacts with public, parents, staff, students and government agencies.
- Ability to perform individually and as part of a team.
- Ability to effectively communicate both verbally and in writing.
- Ability to plan and schedule work 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.

Originated: Nov. 20, 2019
Revised: Dec. 21, 2020
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