**JOB DESCRIPTION**

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| **Job Title:**  Secretary – Learning Technology Services | **Department:**  Learning Technology Services |
| **Reports To:**  Manager of Learning Technology Services | **Division:**  CUPE |
| **Date of last review:** | **Revised by:** |

**SUMMARY**

Reporting to the Manager of Information Technology Services, the LTS Secretary is responsible for performing general secretarial duties as well as more specialized tasks such as; daily system backups, maintaining records in the backup tape library, and providing application support duties as required. The Secretary cleans and monitors the various tape and disk storage devices associated with the Board’s central computer systems. The Secretary will also be responsible for answering telephone calls and referring all enquires to the appropriate personnel. The Secretary is responsible for updating, processing, and maintaining the classroom computer hardware orders, as well as the work orders in the TMA System. The Secretary assists with end-user support and prepares and updates documentation.

**QUALIFICATIONS**

* High School Diploma (Commercial) and/or Community College (computer science related) preferred and/or equivalent work related experience.
* Between one and two years experience in computer systems and/or secretarial experience in a technical department
* Experience providing end-user support.
* Ability to keyboard - minimum 50 w.p.m.;
* Computer literate, knowledge and experience in the use of word processing and spreadsheet programs in keeping with latest programs supplied by Board;
* Knowledge of in-house computer programs including regular upgrading of skills and ability;
* Good interpersonal skills;
* Good communications abilities;
* Good telephone reception skills;
* Must have excellent time management skills.

**KEY DUTIES & RESPONSIBILITIES**

1. Performs daily backups for Board’s central computers:

* Performs additional backups as required;
* Transfers backup tapes between various board sites;
* Performs regular tape drive maintenance and cleaning;
* Updates tape library database;
* Verifies log files and tape drive operation.

2. Responsible for answering telephone calls and referring enquiries to the appropriate personnel.

3. Assists with end-user support:

* Supports the end-user with computer related problems;
* Provides end-user support documentation and on-line troubleshooting.

4. Provides E-mails and fax services as a means of communication:

1. Updates Personal Address Books.

5. Responsible for updating and processing the Classroom Computer Hardware orders:

* Places the orders with the vendors;
* Receives and maintains the inventory on the Computer Inventory System.

6. Responsible for processing work orders from the board office and schools using the TMA System:

* + Distributes these work orders to the appropriate personnel and maintains these files.

7. Maintains the Netscape directory and Messenger Services databases:

* Adds new accounts and removes as required.

1. Maintains the distribution lists within the School Board.
2. Performs accurate typing, dictation/transcription, schedules meetings, and duplicating duties.
3. Maintains the IT Services web page.
4. Prepares and organizes special projects in a required time frame.
5. Performs other job-related duties as assigned.

**CORE COMPETENCIES**

***Communication***

Shares and receives information and ideas in a variety of ways and adapts to the needs of the audience to ensure the message is understood.

***Innovation***

Creates, develops and implements new processes or services with the aim of improving the learning community for all.

***Interpersonal Relations***

Displays characteristics and personal attributes that enhance communication and interactions. Establishes and maintains harmonious professional relationships by demonstrating respect and sensitivity to all.

***Leadership***

Motivates groups of people, while maximizing the efforts of others to achieve a common goal.

***Planning and Organization***

Plans, organizes and coordinates time, resources and tools to meet established goals.

***Professional Integrity***

Models strong ethical or moral principles and follows them at all times, regardless of who is present.

***System Thinking***

Sees, acknowledges and contributes to the shared mission and vision of the Board. Approaches all work done within ALCDSB as being part of a larger system that is inter-related with strategic plans. Understands that work done in one part of ALCDSB impacts a variety of groups inside and outside of the Board.

**ORGANIZATIONAL RELATIONSHIP**

Work Assignments Received From:

* Manager of Learning Technology Services

Positions Supervised: None

**ACKNOWLEDGEMENT/ACCEPTANCE**

By signing this document, I acknowledge that I have read, understand and accept the requirements, essential functions and duties outlined in this job description.

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| **Employee Signature** |  | **Date** |