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CLASS SPECIFICATION

OPERATIONS ASSISTANT

NATURE AND SCOPE OF WORK

This is administrative work in support of the IT operations team. An incumbent will assist in the day-to-day operations of the department by ensuring that all financial, clerical, purchasing and logistical support functions are performed efficiently and on-time. Duties include: initiating and processing equipment purchase requests; responding to enquiries; providing reporting and information related to budgets; tracking of assets, including software contracts and licensing; and reviewing and processing financial transactions. The incumbent reports to the director, IT operations.

KEY RESPONSIBILITIES

- Performs and assists with the clerical and administrative support functions of the IT operations team including creating, maintaining and verifying general and confidential files, spreadsheets, records, correspondence, and office supplies orders; ensuring the accuracy of all data; following up on outstanding issues and researching discrepancies; activating service contracts as required; creating service contract requests with direction from IT leadership; and collecting and processing account payments.
- Tracks, monitors and reconciles cost centres including depositing and recording revenue, processing disbursements and charge backs, circulating and reviewing management reports, and contacting Financial Services as required. Resolves discrepancies or brings them to the attention of IT leadership as appropriate. Provides information related to operating budgets and capital requests at the direction of IT leadership. Has signing authority within University guidelines. Maintains petty cash fund.
- Receives and processes requests for service and information related to the purchase and tracking of software, hardware and mobile devices. Develops and submits purchase requisitions at the direction of IT leadership. Liaises with other departments and external vendors as required for processing.
- Processes the purchase of computers, peripherals, mobile devices, and software, including contacting and coordinating with suppliers, with direction from IT leadership; reviewing coding, approvals and descriptive details; maintaining accurate records; coordinating receiving of repairs and continuous supply orders with other staff to ensure accuracy and auditability; and following up on outstanding issues.
- Responsible for the organization and maintenance of software and hardware inventory, including mobile devices, software licenses, service agreements and warranty information.

- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (fire, earthquake, WHMIS).
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of applicable policies, procedures, rules, regulations of the department and the university.
- Considerable knowledge of office practices, including bookkeeping, and a working level of mathematic skills for clerical purposes.
- Considerable knowledge of office productivity software (i.e. the Microsoft Office suite of products).
- Considerable knowledge of business English, spelling, punctuation and grammar.
- Working knowledge of basic technology terminology, including computer hardware and software, to be able to process purchase requests.
- Ability to multitask, maintain attention to detail, apply organization skills to meet deadlines, provide immediate or time sensitive information which is both accurate and concise, and to work with minimal supervision.
- Ability to exercise tact, diplomacy, discretion and sensitivity when dealing with other employees, students, community groups, multi-cultural groups and the general public.
- Ability to understand the context of issues in order to exercise initiative and judgement regarding action required.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to adapt to changing situations, anticipate needs, and reprioritize tasks smoothly.
- Ability to establish and maintain effective working relationships within the university community, particularly with students and employees, and with external vendors.
- Ability to develop and maintain administrative procedures and document tasks performed.

EDUCATION / TRAINING AND EXPERIENCE

- Completion of one year (approximately 30 credits) of post-secondary education in a relevant discipline.
- Two or more years of directly related experience assuming progressively more responsibility in relevant positions.

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- ITIL Foundation certification in the current ITIL version is preferred.