



SENIOR ACCOUNTS CLERK (IS HELP DESK)

JOB DESCRIPTION | JUNE 2024

NATURE AND SCOPE OF WORK

This is a senior administrative assistant position reporting to the Director of Information Technology and the Assistant Secretary-Treasurer. The Senior Accounts Clerk (IS Help Desk) supports the district's effective use of information systems which includes training, development of process guides, documentation, and best practices. This position assists with data collection and maintaining system integrity as directed by SD72 and the Ministry of Education and Child Care.

SPECIFIC RESPONSIBILITIES

- Provides help desk services to end-users of the student Information systems, including school-level support, first level response, problem-solving, and technical guidance.
- Provides help desk services to end-users of financial systems: CIMS CORE, Admin Connect, and Schoolbooks.
- Creates and maintains system user accounts with appropriate access levels as directed by department managers.
- Assists school and board office staff with data migration (importing/exporting) to and from various information systems.
- Liaises with internal and external IT/system support departments to troubleshoot, manage upgrades/implementations, and collaborates on integrations.
- Supports technical queries and assistance to students, teachers, and the public as required.
- Assists with analyzing system data and reconciliation of student, statistical, and financial information.
- Assists with data entry such as school timetables provided by administration/counsellors.
- Assists with communication to end-users through online webinars, Newsletters, TEAMS meetings, etc.
- Identifies and assists in developing, documenting, and implementing process improvements including set up and training.
- Ensures data integrity is maintained in information systems in accordance with district and Ministry of Education and Child Care standards.
- Adapts, expands, and delivers training programs to administrative assistants, administrators, and other end-users to support changes in business processes.
- Ensures confidentiality of sensitive information.
- Prepares reports, charts, forms, and templates.
- Tracks student information system issues and compliant resolutions.

SPECIFIC RESPONSIBILITIES

- Provides financial support to the IT department: purchase orders, BMO administration, and departmental chargebacks.
- Provides troubleshooting, and training support to administrative assistants on district financial systems.
- Other related duties as assigned.

QUALIFICATIONS (Required Knowledge, Skills and Abilities)

- One-year diploma or certificate program (approximately 700 to 1100 hours of instruction) at a recognized post-secondary institution in an administrative assistant/bookkeeping or information technology program or an equivalent combination of education and experience including three years recent related office administration, bookkeeping, and database experience.
- Three years recent full-time equivalent office administration experience in a school or district department.
- Intermediate to advanced knowledge of bookkeeping and accounting procedures.
- Minimum proven typing speed of 45 wpm, with advanced word-processing skills, and intermediate proficiency in the use of Word, Excel and relevant database software applications.
- Extensive knowledge of the MyEd BC student administration system.
- Demonstrated proficiency in both oral and written communication including the ability to compose routine business correspondence.
- Sound knowledge of the applicable rules, regulations, policies, and procedures which govern departmental and/or school activities.
- Ability to establish and maintain positive working relationships with all School District staff and external parties.
- Ability to work independently with a minimum of supervision.
- Strong teamwork skills with the ability to work harmoniously and cooperatively within the team.
- Demonstrated ability to exercise initiative and judgment while working within prescribed procedures and processes.
- Excellent organizational skills with the ability to anticipate and prioritize job-related duties and to follow through and accurately complete tasks in a timely fashion.
- Superior communication and customer service skills including a demonstrated ability to exercise tact and diplomacy.
- Ability to maintain a high level of confidentiality.
- Desktop publishing skills such as creating PDF forms, graphics, workflow process diagrams, etc., preferred.
- Demonstrated ability to train end-users at all levels of an organization on the appropriate use of district information systems.
- Demonstrated ability to provide coaching, mentorship, peer support and guidance.

QUALIFICATIONS (Required Knowledge, Skills and Abilities)

- Excellent critical thinking skills, intuitive problem solving, investigative and independent learning skills.
- Demonstrated experience in system maintenance or data integrity oversight.
- Aptitude for current technology with understanding of how databases read data uploaded from text files, with the ability to identify issues in source documents.
- Proactive about creating value and improving efficiencies using modern technology.

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- One-year administrative assistant/bookkeeping or information technology diploma or certificate program (approximately 700 to 1100 hours of instruction).
- A clear Criminal Record Check to be updated every five years.

RELATIONSHIPS

- Team focused, with the ability to establish and maintain positive working relationships with all staff.
- Maintain a positive relationship with students, parents, staff, and school administration.

REPORTING STRUCTURE

- Reports to Director of Information Technology and Assistant Secretary-Treasurer.

THE FOLLOWING COMMITMENTS ARE ESSENTIAL TO ALL POSITIONS WITHIN CAMPBELL RIVER SCHOOL DISTRICT

- Commitment and adherence to workplace policies, procedures and practices.
- Commitment to standards of conduct, including behaving in a manner that is: respectful, professional, team-oriented, collegial, collaborative, ethical, honest, and trustworthy.
- Commitment to understand and implement the Truth and Reconciliation Calls to Action and the Declaration on the Rights of Indigenous Peoples Act.

CLASSIFICATION

- This position's classification is Senior Accounts Clerk and has a pay rate in accordance with Schedule B of The Canadian Union of Public Employees – Local 723 Collective Agreement.