



Position Title: IT Administrative Assistant
Department: Information Technology
Reports To: I.T Coordinator
FLSA Classification: Non-Exempt
Posting Date: August 2024

POSITION SUMMARY:

The IT Administrative Assistant is responsible for maintaining and managing the inventory of hardware, software, and other technology assets within the organization. This role requires meticulous attention to detail, excellent organizational skills, and a good understanding of IT equipment and software. Will also provide first level support to Organization staff as needed and coordinate with it vendor to ensure services are being met.

KEY RESPONSIBILITIES

1. Inventory Management:

- Maintain an accurate record of all IT equipment, including computers, IT accessories, and mobile devices.
- Track software licenses and subscriptions, ensuring compliance with vendor agreements.
- Conduct regular audits of inventory to identify discrepancies, missing items, or obsolete equipment.
- Distribution of Inventory to staff and other Identity individuals.
- Ensure all IT projects are completed on time, within scope, and within budget.

2. Purchase:

- Collaborate with the IT team to order IT hardware and software as needed.
- Assist in the order of IT equipment and supplies, by researching vendors, obtaining quotes, and tracking orders.
- Ensure that all purchased equipment is properly documented and added to the inventory system.

3. Asset Tracking:

- Assign unique identifiers to each IT asset for easy tracking.
- Update the asset database with relevant information, such as purchase date, warranty status, and location.
- 4. Maintenance and Disposal:
 - Schedule and oversee equipment maintenance, repairs, and upgrades.
 - Develop and implement a system for the responsible disposal of obsolete or retired IT assets in compliance with environmental regulations.

5. Documentation:

- Create and maintain detailed documentation of IT inventory processes and procedures.
- Generate reports for management to analyze asset utilization, purchase costs, and compliance.
- Maintain an organized filing system for IT-related documents, such as manuals, project plans, and technical documentation.
- Ensure that assigned equipment reflects across all identity's platforms
- Enter data into databases or spreadsheets as required.

6. **Vendor Management:**
 - Establish and maintain relationships with IT vendors and service providers.
 - Research pricing and contracts for IT hardware and software.
7. **Security:**
 - Ensure that all IT assets are secure and properly configured to mitigate security risks.
 - Assist in the development of security protocols for inventory management.
8. **IT Support:**
 - Provide first-level support for hardware, software, and network issues, escalating as necessary.
 - Provide New Staff orientation

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent with 2+ years of experience in IT support, system administration, or a similar role. Associate or bachelor's degree in a related field is a plus.
- Proficiency in using inventory management software and tools.
- Some knowledge of IT hardware and software.
- Excellent organizational and problem-solving skills.
- Attention to detail and the ability to maintain accuracy in inventory records.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Knowledge of data security and compliance regulations.

SKILLS AND ABILITIES:

- Excellent oral and written communication skills in both English and Spanish.
- Builds and maintains rapport and trust with staff.
- Embraces teamwork, ensures success of the team.
- Thrives in a fast-paced environment. Prioritizes and organizes multiple projects to meet deadlines with effective and efficient use of resources.
- Works effectively under pressure while maintaining composure and handles emergencies with professionalism.
- Enjoys being challenged and is open to feedback and learning from others.
- Continuously demonstrates a strong code of ethics and integrity when fulfilling obligations.
- Shows flexibility, initiative, and resourcefulness in all actions and conversations.
- Exerts ethical judgement when fulfilling administrative work with confidential information and during interactions with staff.
- Possesses the technical knowledge and abilities to perform job responsibilities while demonstrating a high skill level as well as reliability.

WORK ENVIRONMENT:

- Schedule is Monday-Friday, 9:00AM-6:00PM, with a one-hour lunch break in between.
- Must have Wi-Fi/Internet access and a quiet working environment while working remotely, when needed.
- The ability to lift and move up to 10 lbs.
- Must be able to work a flexible work schedule including some evenings and

- weekends if needed.
- Semi-private office or open work area with controlled air temperature, noise, and occasional interruptions.