



JOB DESCRIPTION

TITLE: Administrative Assistant/IT Help Desk

COLLEGE: Information Technology

REPORTS TO: Director of Information Technology

FLSA: Non-Exempt

SALARY \$37,000 - \$39,200

POSITION SUMMARY:

To assume the primary responsibilities for all administrative duties involved with the coordination and functions for the Department of Information Technology. Is responsible for campus event requests and scheduling. Supports the IT Help Desk as needed.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University in the most positive manner and upholds the Heritage University Mission Statement.
2. Handles confidential information with tact, discretion and in compliance with FERPA regulations.
3. Maintains an orderly and welcoming office environment, greeting all visitors and staff with pleasant and professional demeanor while providing information and guidance as needed.
4. Supports the IT Help Desk and acts as the initial Information Technology customer support point of contact as needed. Processes work orders, communicates with the requestor, and assigns work orders to the appropriate technician in a timely manner.
5. Provides general administrative support to the Director of Information Technology and IT staff. This includes maintaining Outlook office contacts and calendars, appointments, planning and scheduling meetings, conferences, travel, purchase orders, budget updates, general filing, and other tasks as assigned.
6. Coordinates campus event requests and scheduling.
7. Manages all hardware and software renewals. Prepare purchase orders and keep the IT budget up to date.
8. Signs off on timecards, sets schedules, provides training, and guidance to IT work-study students.
9. Manages and organizes the official documents of the University and the work of the Director of Information Technology, committee documents and meeting minutes. Follows record retention policies of the University.
10. Coordinates yearly IT audit requests.

OTHER DUTIES AND RESPONSIBILITIES:

1. Maintain and order office supplies.
2. Handles mail distribution, inventory, shipping and receiving for IT department.
3. Maintains departmental documents on internal networks and MyHeritage.
4. Work-study support and coordination of timesheets.
5. Performs other functions as necessary or as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. High school or GED required. BA or further post-secondary education preferred. Two years of experience as secretary or administrative assistant highly desired.
2. Skilled in the office use of Windows compatible computer and Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams) required.
3. Excellent interpersonal and written communication skills; strong customer service orientation.
4. Strong organizational skills and close attention to detail with the ability to prioritize and meet deadlines.
5. Self-starter, ability to work independently with minimum direction.
6. This position requires professionalism and confidentiality at the highest level.

APPLICATION INFORMATION AND DEADLINE Applications should include the following:

- Cover Letter
- Resume
- List of References (*names, addresses & phone numbers of 3-5 current professional references*).
- HU Employment Application LINK: [HU App](#)

Review of applications will begin immediately and will continue until the position is filled.

To apply, please email application material to:

Humanresources@heritage.edu

OR

Heritage University
Office of Human Resources
3240 Fort Road Toppenish, WA 98948

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Heritage University is an equal opportunity/ equal access/ affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive order regarding non-discrimination and affirmative action.