

Position Description

Position Title: Information Technology and Contract Assistant
Supervisor: Vice President, Finance & Operations
Date Prepared: August, 2011

Responsibilities

A. Assist with a variety of information technology tasks primarily using Microsoft Office and custom software. Details include:

1. Help Desk:
 - Monitor incoming requests in the e-mail and voice mail help desk.
 - Evaluate, prioritize, and assign incoming requests to appropriate staff for resolution.
 - Follow-up with users to determine if requests have been resolved.
2. Online Courses:
 - Assist in converting current online courses to a new software platform (from eTeach to Captivate).
 - Assist in converting current classroom course content to online course platform.
 - Trouble shoot problems with online courses; respond to user questions about technical or operational aspects of online courses.
 - Assign content questions to appropriate staff.
3. Time Sheets:
 - Assist with the technical aspects of the time sheet system such as converting the time sheet system from Excel 2003 to Excel 2010.
 - Prepare timesheet templates for new staff.
 - Create PowerPoint's and graphs based on time sheet data as requested.
4. Test new desktop software and hardware setups before releasing to users.
5. Interface with outside technology vendors to order new software as needed.
6. Assist V.P. Operations to track IT tasks assigned to outside technology vendors.
7. Upload videos to YouTube, Fliqz and the Institute's FTP site for web pages and online courses.

B. Execute contracts with researchers and instructors. Details include:

1. Merge contractor information and deliverables spreadsheet with WORD template.
2. E-mail electronic contracts.
3. Monitor the return of signed e-mail contracts and resolve problems as necessary.
4. Update the contract management system when contracts are signed and returned.
5. Resolve problems with non-standard data or other incompatibilities between the contract information, the spreadsheet, and WORD templates.
6. Modify the spreadsheet and template as needed to improve the electronic contract system.

C. Provide general technical support to staff for Web related tasks. Details include:

1. Assist in the maintenance of content on semi-static pages of the Institute's Web site. For example:
 - Update fellowships pages periodically when new fellows are appointed.
 - Load spreadsheet based datasets to Web pages.
2. Maintain user rights for Web-based applications – Active Management (contract management system), WEBSTER (content management system).
3. Crop and resize photos for Web site home page.
4. Provide Web site analytics to staff using Google Analytics and Urchin and prepare graphs for board report.

Knowledge and Skill Requirements:

- High level of competency in Microsoft Office 2003 and 2010 including Outlook, Word, Excel and PowerPoint
- Strong organizational and administrative skills with attention to detail
- Good problem solving and trouble shooting skills; ability to provide specific and detailed technical feedback
- Basic knowledge of Photoshop/Dreamweaver
- Basic knowledge of HTML
- Fluency in Spanish is highly desired.

Education:

Bachelor Degree or equivalent required.

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