

**Information Technology (IT) Administrative Assistant**

The IT Administrative Assistant provides the highest level of complex administrative support to the Chief Administrative Officer in a timely, confidential, and accurate manner. This position requires a proactive organizational expert who can juggle a large number of varied tasks. Each day will entail oversight of a wide variety of administrative responsibilities that require independent judgement, professionalism and an understanding of project and organizational parameters while interfacing with diverse internal and external constituencies.

**Administrative**

* Intake and process IT requests. Serve as the single point of contact for all IT software licenses, hardware, and project intakes and obtains all approvals required to proceed with requests. Schedules IT departments work assignments.
* Maintains IT infrastructure and systems passwords.
* Responsible for the end-to-end process of tracking IT technology hardware and equipment, including but not limited to asset tagging equipment, maintaining asset inventory documentation, technology replacement schedules, manages the sunset and disposal equipment.
* Assist in the maintenance and monitoring of departmental files, e-mail active directory, ePLACE Tech page, and website as required.
* Manages FOB access process, issues FOB, creates and manages updates to employee profile in FOB access software.
* Prepares departmental communications and updates.
* Supports the development and monitors IT annual budget, manages technology procurement process.
* Prepares and reports on IT security incidents assists in the development and communication of IT security protocols for staff.
* Support the development of IT policies and procedures.

**Coordination of Departmental Projects**

* Categorizes IT projects and assures all requirements are clearly documented in requests.
* Provide Chief Administrative Officer with weekly updates on all IT requests.
* Prepares project portfolio documentation for Senior Management Team meetings.
* Upon project approval, assures that all projects have the appropriate documentation, schedules, and budget.

**IT Document Management**

* Maintain all contracts, service level agreements, warranties, polices and procedures in IT central repository.
* Maintains all IT documents Asset inventory, IT schematic design service level agreements, policies and procedures, and any other documentation required for successful IT operations.
* Maintains Disaster recovery documentation and supports IT Infrastructure and Technology Director with implementation and execution of disaster recovery plan.

Other duties as assigned.

**QUALIFICATIONS:**

**Required:**

* Bachelor’s degree in Business Administration, IT or other related field.
* Three -five years’ work experience providing administrative support preferably in IT environment.
* Ability to prioritize, organize and perform multiple work assignments simultaneously and accurately in a detail-oriented environment.
* Excellent verbal and written communication skills, interpersonal, and diplomatic skills required with ability to handle confidential information utilizing tact and discretion.
* Excellent problem-solving skills required ability to identify problems, analyze courses of action, and propose solutions.
* Self-starter; detail oriented and organized with an ability to meet deadlines required.
* Ability to function independently while working well in a team-oriented environment, taking the initiative to be productive and efficient.
* Proficiency in the Microsoft Office products suite (Excel, Outlook, PowerPoint, Word), strong excel skills.

**Preferred**

* 2-4 years’ experience supporting executives and/or upper management strongly preferred.
* Project management knowledge strongly preferred.
* Knowledge of Tableau software preferred.

**Note: Professional Development** - Self-motivated staying current with new and emerging technology and trends in IT. Updates and collaborates with the Chief Administrative Officer regarding emerging technology and trends. Makes recommendations for technology improvements.

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **Information Technology Administrative Assistant** in the subject line of your email.

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