Prince William Sound Regional Citizens' Advisory Council
Job Description

Job Title: IT/Admin Assistant, Non-Exempt
Date: May 15, 2024
Location: PWSRCAC office in Anchorage, Alaska
Job Reports To: Director of Administration

Job Summary: Key duties include acquisition and disposal of hardware, procuring software and online services, maintaining network infrastructure, preparing IT budgets, developing and implementing IT policies, including security protocols, coordinating staff training, serving as the administrator of digital document management, and offering general office management and administrative support to managerial staff, project managers, and committees.

MAJOR RESPONSIBILITIES/ACTIVITIES

Information Technology Management
- Maintain an inventory of all equipment and provide recommendations for replacement timeframes.
- Develop equipment specifications and solicit quotes for replacement equipment from various vendors.
- Manage equipment support agreements for servers, copiers/printers, telephone systems, security devices, wireless access points, and managed switches.
- Track all software used within the organization and procure new software as necessary, preferably through charity programs benefiting nonprofits.
- Administer software subscriptions, including Office 365, Adobe Creative Cloud, Claris (FileMaker), Zoom, Keeper, Mailchimp, Sage Intacct, Paychex, Adobe Sign, and others, as well as manage and administer accounts such as ADT, First National Bank of Alaska (FNBA), Dropbox, and other essential accounts.
- Manage domain registrar accounts at GoDaddy and Network Solutions, as well as website hosting services at WP Engine and Blue Host, and maintain a list of domain registrations and their expiration dates, renewing or acquiring new ones as necessary.
- Help manage the contract and services provided by the IT contractor (currently Arctic IT), including tracking support issues and monitoring security and network activities.
- Prepare technology information sheets as required for new employees.
- Assist in the procurement and maintenance of current and future cyber security insurance policies.
- Help develop security policies encompassing access to servers, shared folders,

remote access, and website access, collaborating closely with the IT contractor on security protocols and staff training.

- Arrange for the annual renewal of web hosting services.
- Identify and recommend individual training opportunities, and stay updated on available online training through various software vendors and Arctic IT.
- Assist in managing various databases related to budgeting and accounting information, which may involve database design and maintenance.
- Oversee and manage Active Directory within the Windows domain network.
- Maintain network infrastructure in the Anchorage and Valdez offices, overseeing the contractor providing network services.
- Prepare and monitor the organization's annual information technology budget.
- Help develop and implement information technology policies, procedures, and security protocols.
- Administer Office 365, SharePoint, and Teams sites, and organize/maintain files and documents on these platforms.
- Develop digital filing systems to help staff members store and organize their documents in an appropriate and secure manner.
- Coordinate video conferencing platforms and facilitate seamless operation of Board meetings' audiovisual (A/V) systems, including setup and configuration of a CCS 1000 D Digital Discussion System, cameras, external speaker/mics, projectors, and other necessary peripherals as per organizational standards.
- Coordinate staff training in the use of information technology assets.
- Provide assistance to staff members with IT problems or questions.

Document Management
- Act as the administrator of the digital document management program.
- Collaborate with members of the document management inputting team to upload and digitize archival documents, and input metadata into the digital archive using FileMaker Pro.
- Review all proposed inputs to the document management system, including coding and metadata, and provide final approval for entry.
- Help develop protocols and guidelines for the document management program, including the maintenance of the document management manual.
- Coordinate activities among staff inputters and researchers.
- Support training of other staff in document management best practices.
- Help manage the contract with the database host/designer, PK Information (PKI).
- Assist with updating contingency plan manuals and electronic copies, and any spreadsheets to track updates, if applicable.

General Administrative Support
- Organize and maintain the office library and be familiar with assorted databases.
- Foster and maintain effective working relationships with PWSRCAC staff and volunteers.
- Greet and assist individuals courteously, both in person and over the phone, and respond promptly to information requests.

- Assist in processing incoming and outgoing mail, including mailing materials to the Valdez office and other recipients as required.
- Assist with mailing outreach and volunteer materials.
- Maintain inventory and procure office supplies as needed.
- Maintaining and stocking office supplies and organizing inventory as needed.
- Ensure that all work efforts are conducted in accordance with approved policies and procedures.
- Participate as a member of the PWSRCAC Emergency Response Team at drills and incidents as assigned.
- Perform work-related errands as necessary.
- Order and distribute all PWSRCAC business cards and name tags for staff and volunteers.
- Maintain staff auto insurance and driver's license information log.
- Make bank deposits and obtain authorized signatures for checks.
- Assist Director of Finance with auditing tasks upon request.
- Assist with booking hotel, rental car, and other arrangements for Board, volunteer, and staff travel.
- Maintain and file travel documentation, including out-of-state travel requests, personal travel cost-comparisons, trip reports, and other travel-related documents.
- Provide support for videoconference and in-person meetings.
- Maintain strong, positive work relationships with staff and volunteers.
- Other duties as assigned.

MINIMUM REQUIREMENTS

Education
- A four-year degree in a relevant field or equivalent experience.
- IT training and certification are required. On-the-job experience, and an approved training and education program can be substituted.

Experience
- A minimum 2 years of IT or general administrative experience. Lesser experience can be substituted if an approved training and education program is in place.

Preferred Knowledge, Skills, & Abilities
- Understanding of all IT hardware, software, and platforms currently used by PWSRCAC, or general knowledge with an approved training and education plan.
- Competence in Office suite software, particularly Microsoft Office 365 (Excel, PowerPoint, Word, Teams).
- Familiarity with Adobe Creative Cloud applications.
- Experience in Active Directory management, including security, distribution groups, users, contacts, and server shares.
- Proficiency in collaboration applications like Zoom.
- Knowledge of database applications, specifically FileMaker.

- Experience in setting up A/V systems is preferred.
- Strong reading comprehension and writing skills.
- Effective project and time management abilities.
- Demonstrated integrity, reliability, and ethical behavior.
- Meticulous attention to detail and accuracy in task completion and data entry.
- Ability to work collaboratively with, trouble-shoot, and train as needed, a diverse group of individuals.
- Ability to work independently or as part of a team.
- Work-related errands are a required responsibility. A current driver's license, reliable transportation, and personal auto insurance are required for this position.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.