

Operations Assistant, Program Office Team Job Description

Position Overview

Do you want an opportunity to do work that will positively impact every other student on campus? Then consider joining the [Student Information Systems \(SIS\) Project](#) Program Office team. The SIS Project is a complex, multi-year initiative that will replace the University's aging, disparate and outdated systems with an integrated, centralized system. The Program Office coordinates all the administrative, logistical, financial and project management activities in support of the SIS Project.

The Operations Assistant, under the supervision of the Operations Manager for the SIS Project, is responsible for general office management and logistical support for the SIS work space. Ideal candidates will have strong organizational and time management skills, the ability to work independently, and the capacity to learn new skills. The Operations Assistant will work in collaboration with the SIS Project Team, using strong communication skills to interact effectively in providing support to SIS staff and their visiting UC Berkeley clientele.

Working on the SIS Project is a demanding job - the expectations are very high - but the rewards are great. You'll be part of a multi-disciplinary team consisting of professional and student administrators, developers, project managers, and support staff. The outcomes of the project will impact the campus for years - even decades - to come.

Perks

- Most hours will be spent working in the office (2850 Telegraph Ave, 6th floor, in Berkeley) but there may be opportunities to **work remotely**.
- You will be working on an enterprise-wide IT project gaining **direct experience** that can help launch your career.
- You can make **your ideas** about how to make the online web experience for students, staff & faculty a reality.

Qualifications

Required

- Proficiency with common office software (Microsoft office suite, Google Drive)
- Quick learner with the interest and ability to assume new roles on a frequent basis
- Ability to prioritize tasks and manage time effectively
- Close attention to detail
- Strong communication skills
- Ability to exercise judgment and initiative
- Ability to maintain confidentiality when handling sensitive information

- Ability to work independently on assigned, sometimes complex, projects and complete them with minimal instruction
- General knowledge of office equipment such as copy and scanning machines
- Minimum GPA of 2.0
- Successful completion/clearance of a UC criminal background check and fingerprinting through the UC Police Department
- Commitment to work 10-19 hours/week during Spring 2016
- Commitment to work 10-40 hours/week during Summer 2016

Preferred

- Ability to lift 25-50lbs
- Sharepoint experience
- Ticketing system experience (e.g., Jira)
- Demonstrated strong work ethic
- Experience providing administrative support in a dynamic office environment
- Minimum GPA of 2.3
- Work-study is a plus

Terms of Employment

1. The period of employment for this position commences upon hire and may continue through the end of 2016 pending satisfactory job performance.
2. The Operations Assistant is paid a wage of \$13.00 per hour. The position's classification title is Student Assistant III. The Operations Assistant must be a currently enrolled UC Berkeley student with a minimum GPA of 2.0 (2.3 or higher preferred). Students with less than a 2.3 GPA may be asked to limit their work hours.
3. The student is required to work 10-19 hours per week during the academic year and 10-40 hours per week during the summer. A work schedule will be determined in consultation with your supervisor.
4. Initial employment with the SIS Program Office team is contingent upon the successful completion/clearance of a UC criminal background check through UCPD.
5. The student must complete an online training module about the Family Educational Rights and Privacy Act (FERPA).
6. Continued employment is contingent upon satisfactory job performance evaluation by your supervisor.
7. It is a requirement that anyone in this position work in a safe and responsible manner while not putting himself/herself or others at risk. This includes complying with applicable policies and regulations; observing warning signs; learning about potential hazards; and reporting unsafe conditions.

Job Duties

Under the direction of the Operations Manager, the Operations Assistant will perform the following duties:

Office Management and Support

- Maintain inventory of office and kitchen supplies, make recommendations of additional supplies to purchase, and help with deliveries.
- Assist with desktop support needs, including deployment of computing equipment, set-up of temporary testing and training spaces, and simple troubleshooting with computer users.
- Help maintain accurate records in Sharepoint (data entry).
- Update emergency rosters and assist with building safety and security.

- Work on special administrative projects as assigned by the Operations Manager and Office Operations Assistant, such as a furniture audit and the establishment of a key tracking system.
- Provide general office support including scanning, copying, filing, and maintenance of a wall-sized organizational chart.

Administrative Duties

- Update the Student calendar (bCal) regularly.
- Use jira tickets to track work.
- Attend monthly all-team meetings.