



<b>COMPETITION REFERENCE C23-24-SS-27</b>	
<b>POSITION</b>	Academic Services Administrative Support (Information Technician)
<b>DEPARTMENT</b>	Academic Services
<b>PREDECESSOR</b>	Nicole Mbomba-Bosongo
<b>IMMEDIATE SUPERVISOR</b>	Lisa Peldjak
<b>WORK LOCATION</b>	325, boul. de la Cité-des-Jeunes, Gatineau (Québec) J8Y 6T3
<b>TYPE OF HIRING</b>	Regular Full-time position
<b>WORK SCHEDULE</b>	35 hours per week from Monday to Friday 8 a.m. to 4 p.m.
<b>SALARY</b>	\$23.48 to \$29.40 per hour
<b>MINIMUM QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>➤ Must have a diploma of collegial studies in Business Administration, Communication, Administration or a diploma or attestation of studies whose equivalence is recognized by the competent authority.</li> <li>➤ Mastery in English and French (spoken, reading and written comprehension) is required.</li> <li>➤ Must possess extensive experience in the use of technology in a Windows environment with Microsoft Office (i.e.: Excel).</li> <li>➤ Must possess excellent word processing and filing skills.</li> <li>➤ Must demonstrate ability to take minutes of meetings.</li> </ul>
<b>ADDITIONAL QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>➤ Must possess excellent communication, organizational and interpersonal skills.</li> <li>➤ Must have excellent analytical and problem-solving skills.</li> <li>➤ Must be diligent, dynamic, creative and detail oriented.</li> <li>➤ Must be able to work independently with minimal supervision and have the ability to work as part of a team.</li> <li>➤ Must be resourceful and able to exercise good judgment.</li> <li>➤ Must be able to work effectively with respect to deadlines and produce accurate results.</li> <li>➤ Must be flexible and able to adapt quickly to different situations.</li> <li>➤ Must be able to do complex calculations and have accurate results.</li> <li>➤ Must have excellent customer service skills.</li> <li>➤ Must have a strong work ethic and exercise discretion.</li> </ul>

Interested candidates should submit their résumé, along with appropriate documentation ONLINE on our college website in the career page at <http://www.cegep-heritage.qc.ca/manitou/>.

Click on the job posting, then click on "APPLY". You will be able to create an account and upload your resume and cover letter.

**Please note that only online applications will be considered.**

N.B.: Candidates will be required to submit to selection tests. Only those candidates selected for an interview will be contacted.

<b>COMPETITION OPENS:</b>	January 8 <sup>th</sup> , 2024
<b>COMPETITION CLOSES:</b>	January 21 <sup>st</sup> , 2024

cc: dossier posting Dept. Union Web

*Cégep Heritage College is an equal opportunity employer and encourages applications from women, Indigenous peoples, members of visible and ethnic minorities, and persons with disabilities.*

<b>DESCRIPTION OF DUTIES</b>	
<b>COMPETITION NUMBER</b>	C23-24-SS-27
<b>POSITION</b>	Academic Services Administrative Support (Information Technician)
<b>TYPE OF EMPLOYMENT</b>	Regular Full-time position
<b>CATEGORY</b>	Support
<b>DEPARTMENT</b>	Academic Services
<b>PREDECESSOR</b>	Nicole Mbomba-Bosongo
<b>IMMEDIATE SUPERVISOR</b>	Lisa Peldjak
<b>STARTING DATE</b>	To be determined

### **SUMMARY**

Reporting to the Academic Dean and working closely with the Associate Academic Deans, the principal and customary work of the Information Technician consists of carrying out various technical duties related to the gathering, selection, consolidation, and communication of information. The Information Technician uses their technical expertise and knowledge to carry out the following duties in a role that demands autonomy and responsibility.

### **NATURE OF THE WORK**

In accordance with the College's policies, the Information Technician gathers, examines, and chooses information and data related to the operational needs of Academic Services. Also, the Information Technician analyses and consolidates documents, reviews, revises text and ensures that these are presented in a technical format, appropriate to the needs of Academic Services.

### **DUTIES**

The principal areas of responsibility of this position include, but are not limited to the following four categories:

- ❖ Under the direction of the Academic Dean, assists in the management of the administrative elements of Academic Services:
  - Initiate the processes pertinent to each academic dossier as identified in the extended academic calendar.
  - Establish, set up, update, and maintain Academic Services folders.
  - Execute the review process for course descriptions.
  - Maintain and verify electronic copies of all course outlines and course plans.
  - Respond to requests for course outlines.
  - Establish, update, maintain and track all steps involved in program profiles to ensure the process is completed.
  - Identify all requirements related to the material needs of Academic Services.
  - Responsible for identifying, collating, and maintaining the archival process of the Academic Services documentation.
  
- ❖ Assess, evaluate, and qualify inquiries and requests:
  - Coordinate incoming and outgoing correspondence.
  - Screen incoming calls.
  - Verify requirements and ensure follow-through regarding the generic Academic Services email account.
  - Respond to requests from faculty and others.
  - Determine nature of inquiries and refer appropriately.
  - Resolve concerns where possible.
  
- ❖ In addition to administrative work, mail, routine correspondence and dissemination of general information, the Information Technician will participate in the following tasks and duties:
  - Workload for Professors
    - Collect and verify data related to teacher workloads (teaching, coordination, leave, release time) as needed.
    - Produce computerized reports.
    - Communicate workloads to teachers.

### Budget and Finances

- Collect, collate, and communicate data regarding departmental budgets and capital budget requests to support annual budget processes.

### Hospital Contracts

- Collect data regarding hospital placements.
- Maintain hospital contract listings.
- Calculate fees owed to hospitals and track payments.
- Update contracts as needed.
- Handle correspondence with hospitals.

### Professional Development

- Manage registration and attendance records.
- Assist in coordinating the meeting and refreshment arrangements.

### Pedagogical Counselors

- Assist Pedagogical Counselors as it relates to projects, events, documents, etc., related to pedagogical activities.
- prepare student co-op work agreements, track co-op documentation.

### ❖ Administrative support for Academic Services and Academic Senate:

- Prepare agendas, resolutions and supporting documentation for meetings conducted by the Academic Dean or Associate Academic Deans, such as: Academic Forum, Coordinators' Meetings, Academic Senate, Agenda Setting Committees, and other Academic Senate committees as required.
- Takes minutes of proceedings.
- Carry out appropriate follow up action.
- Manage related records.
- Advise and assist Academic Senate and Agenda Setting Committee members as required.
- Produce the Academic Senate Annual Report.
- Organize and assist with the planning and preparation for Academic Senate orientation sessions.
- Coordinate the word processing, photocopying, assembly and distribution of Academic Senate related documents and correspondence.
- Make travel arrangements.
- Organize meetings.
- Manage appointment schedules and calendars.
- Draft and translate correspondence and documents.
- Review documents, prepare summaries and provide comments.
- Establish, maintain, and manage electronic and hard copy file system.
- Assist with liaison required for hospital contracts.
- Prepare student accommodation letters.
- Prepare academic integrity violation letters.
- Track and archive final exams.

If need be, the Information Technician performs any other related tasks.