

PROGRAM ASSISTANT – INFORMATION TECHNOLOGY SERVICES

GENERAL DESCRIPTION OF CLASS

Under the direction of an assigned administrator or manager, the Program Assistant – Information Technology Services (ITS) provides administrative support for ITS operations. The position assists with tracking software, licensing, and maintenance contracts; initiates renewals with department leadership; supports expense tracking; and provides budget-related support. The Program Assistant maintains accurate records, processes related forms and invoices, and communicates with vendors, staff, and administrators to support efficient departmental operations. The position performs a wide variety of moderate to complex tasks dealing with contracts and financial tracking, specifically related to Information Technologies Services.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skills in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

Budget and Financial Management

1. Coordinate and monitor ITS budgets, accounts, and expenditures to ensure accuracy, compliance, and alignment with District policies; prepare, maintain, and review financial records, reports, and track spreadsheets against monthly system reports. *
2. Submits invoices, processes purchase orders, transfers, and related forms; ensures proper coding and alignment with District financial systems *.
3. Assists with expense tracking and budget support; monitors accounts and expenditures to ensure accuracy and compliance.
4. Prepares and maintains spreadsheets, reports, and summaries of contract and budget activity.
5. Provides budget-related clerical support, including data entry, reconciliation, and preparation of simple reports.

Contract Administration

6. Serve as primary contact for ITS contracts, maintenance agreements, service contracts, software licenses, and vendor relationships. *
7. Tracks ITS contracts, software licenses, and maintenance agreements; maintains a centralized repository of contract documentation.
8. Monitors contract timelines and renewal deadlines; communicates upcoming renewals to ITS leadership and assists in preparing required documentation.
9. Act as a liaison with vendors to request quotes, resolve issues, and coordinate renewals.
10. Maintains organized records and archives procurement and contract documents in compliance with District and State requirements.

Administrative and Program Support

11. Provide information, clarification, and technical assistance to ITS staff and stakeholders regarding budgets, contracts, and expenditures. *
12. Prepare administrative documents such as monthly summaries, purchase orders, and tracking reports; ensure completeness and accuracy. *
13. Assist administrators with documentation for contract submittals and project reporting. *
14. Provides administrative support for program operations, including correspondence, scheduling, and file management.
15. Performs other program support duties as assigned to meet the operational needs of ITS.

General Duties

16. Act as liaison with internal departments and external stakeholders to resolve inquiries and provide guidance. *
17. Collaborate with Butte College departments to gather data, support systems, and prepare mid-year and year-end project analyses with recommendations. *
18. Communicate status updates on budgets and contracts to relevant parties. *
19. Utilize software tools to create and format documents, build spreadsheets, and track account activity. *
20. Operate standard office equipment and technology.
21. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy.
22. May serve on a variety of District committees as requested.
23. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Associate degree with coursework in accounting, finance, contracts, or related discipline; **AND**
- Two (2) years of experience directly related to the duties and responsibilities of the position.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

DESIRED QUALIFICATIONS:

- Bachelor's degree in accounting, finance, contracts or related discipline.
- Three (3) years of experience directly related to the duties and responsibilities of the position.

CERTIFICATES, LICENSES, REGISTRATIONS, SPECIAL, AND/OR OTHER REQUIREMENTS:

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)

Knowledge of:

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulation laws, and Board policies, and procedures governing the District.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Methods, practices and terminology used in governmental accounting and financial reporting, bookkeeping and record keeping.
- A variety of software programs related to word processing, spreadsheets, ledgers, and journals.
- Modern office practices and procedures including technical report writing techniques.
- Proper spoken and written English usage; elements of proper grammar usage, spelling, vocabulary, and basic mathematics; composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Office equipment including computers, peripherals, communication devices, and digital hardware.
- Modern accounting practices.
- Effective communication skills both verbally and in writing.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures.
- Integrate local, state, and federal laws and regulations.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures.
- Organize and sequence steps that enable production of reports, special projects, and meetings.
- Post data and make mathematical calculations rapidly and accurately.
- Follow oral and written directions.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Work independently.
- Maintain records accurately and completely.
- Compose correspondence and reports.
- Understand and follow verbal and written directions.
- Communicate effectively both orally and in writing.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making decisions.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.

- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Establish and maintain cooperative relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to lower-level staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodation may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.