



JOB DESCRIPTION

Position Title: IT Business Operations Assistant

Date: June 16, 2026

FLSA Status

Non-Exempt

Summary Statement of Overall Purpose/Goal of Position

As a member of the Information Technology (IT) Department, under the supervision and direction of the IT Department Manager, provides high-level administrative and coordination support for the business operations of the IT Department. This role focuses on organizing departmental activities, supporting purchasing and vendor processes, maintaining records, and ensuring smooth communication between IT and other departments.

Essential Duties

- Coordinates daily administrative activities for the IT department, including scheduling meetings, managing calendars, and organizing priorities.
- Prepares, updates, and maintains departmental documentation, reports, policies, and procedural records.
- Supports IT procurement activities, including preparing purchase orders in compliance with the Metro Water procurement policy, tracking approvals, coordinating with vendors for quotes, monitoring order status, and receiving items in asset management system. Executes warranty claims as directed.
- Assists in maintaining accurate records of IT assets, contracts, subscriptions, and renewal dates and lifecycle stage. Performs periodic audits to ensure accuracy. Follows proper procedures for disposing of old IT equipment.
- Processes invoices, reconciles receipts, and assists with budget tracking and reporting in coordination with accounting.
- Coordinates onboarding and offboarding logistics, including equipment requests, access forms, documentation, and screener interviews for potential IT staff hires.
- Tracks action items, deadlines, and follow-ups for departmental projects and initiatives.
- Provides audio-visual assistance for employee meetings and training sessions.
- Provides meeting support by preparing agendas, meeting minutes, materials and tracks meeting assignments as assigned. Purchases and arranges meeting refreshments and meals.
- Arranges and coordinates travel plans for IT staff, ensuring compliance with Metro Water travel guidelines.
- Ensures files, records, and workflows are organized, up to date, and compliant with Metro Water and IT policies.
- Assists in writing newsletter articles, annual report prompts, and IT standards and policies.
- Helps maintain a clean working environment in IT workspaces.
- Participates in various committees and provides support for Metro Water events.
- Assists in testing new software and hardware deployments.
- Keeps track of birthdays and milestone anniversaries of IT staff.
- Recommends procedural and workflow improvements.



Marginal Duties

- Provides backup support by performing assigned administrative tasks in the absence of the Administrative Assistant.
- Performs other related duties as assigned.

Minimum Qualifications

Education and Experience: High school diploma or equivalent and two years' experience or training in office administration, business, IT operations, or procurement; or equivalent combination of education and experience.

Certification and Licensing: Valid Utah Driver's License.

Knowledge

- Personal computers along with software such as e-mail, appointment schedules, word processing, spreadsheets, and presentations.
- Meeting and document preparation.
- Inventory and asset management systems.
- Basic knowledge of OSHA or general workplace safety regulations.
- Basic knowledge of Metro Water Policies & Procedures Manual.
- Information Technology standard operating procedures.

Abilities/Skills

- Use office productivity (word processing, spreadsheets, collaboration, presentation) and work management software proficiently.
- Strong writing, organizational, prioritization, time management, attention to detail, documentation, and interpersonal skills.
- Use AI to assist with document creation and repetitive tasks.
- Establish and maintain effective interpersonal relationships with management and staff.
- Effective communication of work assignments, statuses, and performance with IT Department Manager.
- Communicate effectively and professionally both verbally and in writing with all levels within the organization as well as vendors, other agencies, and all others contacted during the course of the work day.
- Proficiency with inventory or asset management systems.
- Work independently with little direction.
- Work well in a team setting.
- Work collaboratively across departments and openly share knowledge to improve processes, strengthen communication, and achieve organizational goals.
- Handle confidential information with discretion and professionalism.
- Comply with proper health and safety practices, rules, and regulations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job.

While performing the duties of this job, the employee is regularly required to: sit, talk, hear and perform repetitive wrist, hand, and/or finger movements.

While performing the duties of this job, the employee is frequently required to: feel attributes of objects, grasp, walk, and/or reach with hands/arms.



The employee is occasionally required to: push, stand, drive, climb, stoop, kneel, crouch, crawl and/or balance.

The employee must lift weight or exert force as follows:

Frequently (40% to 70%):	1 to 25 pounds
Occasionally (15% to 40%):	26 to 50 pounds

Specific vision abilities include: Clarity of vision at 20 feet or more and 20 inches or less. Three-dimensional vision (ability to judge distance and spatial relationships). Identify and distinguish colors and adjust the eye to bring an object into sharp focus. Ability to see up and down or left to right while fixed on point.

Concentrated attention required during a typical workday in order to accomplish the essential duties of this position.

Working Conditions

Normally, working conditions are comfortable with light physical activity in an office environment. Travel to and from various Metro Water sites and other locations may be required. Frequent exposure to stress as a result of human behavior and the demands of the position.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.