INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN

Summary

The IT Support Technician is the first point of contact for IT-related inquiries and requests. The IT Support Technician provides support and assistance to district staff and guests using district owned devices and services in accordance with established policies and procedures.

Job Description

- Under the direction and supervision of the Manager of Information Technology.

- Investigates, diagnoses and resolves hardware, software, network, internet access and telephone issues.

- Escalates problems and manages resolutions.

- Designs and implements technical solutions.

- Provides account administration and troubleshooting on various software systems.

- Implements and maintains configuration of hardware and software systems for end users.

- Installs, configures and tests software.

- Maintains an up to date inventory of computer equipment in the District.

- Establishes and maintains preventive maintenance programs and schedules for computer systems in the District.

- Lead and coordinate the design, testing, installation, and configuration of approved district devices, applications, and services

- Provides end-user training and support for software applications.

- Maintains IT work order database and help desk ticket system.

- Assists with web sites maintenance and support.

- Assists with networks, networked computers, printers and servers support.

- Composes and maintains technical manuals, user guides and other documentation.

- Identifies, tests, evaluates and recommends new products, solutions and services.

- As members of the maintenance team, may be required to assist with emergent maintenance issues.

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- Responds to 24 hour emergency situations.

- All employee conduct must be in compliance with school district policies and provincial legislation.

- To maintain the confidentiality of sensitive information seen or heard. Access to systems, databases, or logs containing confidential or personal information will be utilized solely for the purpose of administering, maintenance, troubleshooting, or other technical support.

- *This description includes the essential elements required for job identification and evaluation. However, it does not provide an exhaustive list of duties to be performed*

Typical Qualifications and Skills

- Grade 12 or equivalent

- Two years of post-secondary education in computer science or information technology, or documented equivalent and active vendor certification or training

- Two years' experience working with data base systems, office programs, e-mail systems support, servers and networks

- B.C. Class 5 driver's licence and driver's abstract

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