# INFORMATION TECHNOLOGY (IT) SYSTEMS TECHNICIAN

## Summary

The IT Systems Technician provides advanced technical services to the district in the form of support, design, implementation, and training. The IT Systems Technician provides these services to district staff and guests using district owned devices and services in accordance with established policies and procedures, and acts as a secondary support resource for the IT Support Technician.

## Job Description

- This position is under the direction and supervision of the Manager of Information and Technology.

- Organizes and prioritizes repair requests.

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

- Provides technical support on Local and Wide Area Networks (LAN/WAN) including design, installation, administration and maintenance.

- Installs and provides diagnostic and preventative maintenance and repairs on computer hardware and peripherals.

- Researches, evaluates, installs, configures, troubleshoots, monitors and supports network servers including application and web, FTP and Proxy Servers.

- Researches, plans and estimates technology improvements.

- Develops technical instruction, procedure and user manuals.

- Provides technical advice for evaluation, planning and implementation of computer technology.

- Assists with technical data integrity and security of confidential information.

- Ensures compliance with privacy policy and legislation by providing solutions on IT system security including firewalls, anti-virus, user rights and disaster recovery.

- Writes custom scripts applications using various programming languages.

- Creates scripted batch files to perform logon scripts, backups and user administration.

- Provides advanced technical advice, support, training and mentorship.

- Prepares and delivers technical workshops for staff.

- Provides end user technical support.

- Designs, implements and administers websites and web-based services.

- Provides support and administration of software including databases, email and communication services.

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- Responds to 24 hour emergency situations.

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

- 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.*

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**Typical Qualifications and Skills**

- Grade 12 or equivalent

- Two year diploma in computer sciences/technology

- Verifiable and active industry certifications in 1 or more relevant areas
  3-5 years' experience working with and administering a variety of IT systems and processes

- Three years experience in computer and network operations, troubleshooting and user support

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

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