NORTH EAST SCHOOL DIVISION # 200

JOB DESCRIPTION

POSITION TITLE: **Computer System Specialist**

REPORTS TO: **Directly: Manager of Information Technology and Data Services**
                                    Indirectly: Superintendent of School Services

Purpose:
The Computer System Specialist assists in the development of the NESD technical environment and serves as part of the project team that designs, modifies and implements technical network and system solutions for IT infrastructure.

Required Education, Knowledge, Qualifications and Experience:
- College diploma or university degree in the field of computer science, computer network, information systems, or software engineering.
- A minimum of three (3) to five (5) years equivalent work experience.
- Certifications in Cisco, Microsoft, VMWare are a definite asset.
- Strong technical knowledge of network systems, protocols, and standards such as: LAN, WAN, xDSL, TCP/IP, ATM, T1, 802.11x.
- Extensive client/server and operating system experience using Windows OS and MAC OS.
- Experience working in a switched and routed environment.
- Strong knowledge of hardware, software, and network connection troubleshooting.
- Possess a current and valid Driver's License.

Preferred Skills and Abilities:
- Strong knowledge of network management and analysis tools, such as CiscoWorks, Tivoli, and HP Openview.
- Knowledge in the design, assessment and management of wireless and physical network infrastructure.
- Knowledge of anti-virus software, ASA/PIX firewalls, intrusion detection systems, and other network security measures.
- Working knowledge of current network software, such as Windows, VMware, Linux, SQL, Exchange, and Imaging software, IOS.
- Working knowledge of current network hardware, such as Cisco Catalyst series switches, Cisco PIX/ASA, Juniper switches, and HP switches.
- Knowledge of applicable data privacy practices and law.
- Experience working with Mitel or similar phone systems.
- Experience in a SharePoint environment.

Required Skills and Abilities:
- Strong written, oral communication and interpersonal skills.
- Strong customer service skills.
- Skilled at installing/configuring hubs, switches, routers, firewalls etc.
- Ability to conduct research into security issues and products as required.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Exceptional attention to detail.
- Proven analytical and problem-solving abilities.

- Ability to apply and follow project management principles and tasks.
- Ability to prioritize and execute tasks in a high-pressure environment.

- Ability to do Medium Load Work which includes:
    - exerting up to 50 lbs. of force seldom (lifting and/or carrying)
    - exerting up to 20 lbs. of force regularly
    - exerting up to 10 lbs. of force frequently to move objects
- Ability to work in a team-oriented, collaborative environment.
- Ability to work flexible hours.
- Ability to work with minimum supervision.
- Present a professional attitude and appearance.

Supervision of Staff:
This position does not involve the supervision of staff.

Duties and Responsibilities:

Without restricting the generality of the general description above, the Computer System Specialist shall perform such duties and responsibilities as may be assigned included but not restricted to the following:

- Monitor and analyze network performance across the organization's LANs, WANs, and wireless deployments.
- Ensure the stable operation and efficient performance of division networks.
- Plan and implement any improvement, modification, or replacement of network infrastructure components.
- Monitor system capacity to determine its effect on performance and recommend enhancements to meet new or changing network demands.
- Identify and remedy network performance bottlenecks.
- Configure, troubleshoot and maintenance of servers, including e-mail, print, and backup servers and their associated operating systems and software.
- Install and configure all network hardware and equipment, including routers, switches, hubs, UPS'.
- Inspect, maintain, and where necessary replace network cabling, voice/data jacks, and other network-related equipment.
- Ensure network and IP connectivity of all workstations, application servers, and back-end office infrastructure.
- Assist in the procurement of network hardware and software.
- Provide onsite support to schools for technical issues.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.
- Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.
- Develop and implement policies for network asset management, including maintenance of network component inventory, related documentation, and technical specifications information.
- Develop and implement policies, procedures, and associated training for network resource administration, appropriate use, and disaster recovery.
- Establish connectivity and uptime service level agreements.
- Recommend, schedule and perform software improvements and upgrades.
- Install software products for end users as required.
- Ensure that inventory records are accurate.
- Be knowledgeable about and supportive of all NESD administrative procedures and directives.
- Attend regular department meetings, in-services and external related seminars as required.

- Engage in lifelong learning with respect to training, in-services and courses of study.
- Conduct oneself in a manner appropriate to an educational institution that provides services to children.
- Perform other duties as may be required or assigned by the Manager of Information Technology and Data Services.

Judgment, Independence and Client Contact:

Confidentiality:

At no time should the Computer System Specialist discuss in public information pertaining to anyone in the school division. The Computer System Specialist is expected to respect the confidential nature of the position by avoiding discussion about any topics that are not formally communicated to the public by the school division. Breaching confidentiality is a serious violation of acceptable conduct.

Independence:

The employee is expected to work independently and as a team member of the assigned department, the schools and the division office as required.

Client/Peer Contact:

This employee works collegially with school staff, school-based administration and other division based staff. Contact with other employees and outside agencies is regular and frequent.

Responsibility for Quality of Assigned Work:

The employee is under supervision and is responsible for the quality of the work and is expected to seek clarification and direction on any matters of concern.

Salary Grid:

The salary grid for the Computer System Specialist is tied to the following grid(s):

CUPE Local 4875 Agreement

Approved By:	Heather Shwetz, Superintendent of Human Resources
Date Approved:	February 2017
Reviewed:	