

NORTH EAST SCHOOL DIVISION # 200



JOB DESCRIPTION

POSITION TITLE: Computer Technician

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

Purpose:

The Computer Technician is responsible for assisting end-users, either remotely or in person, with maintenance, troubleshooting and management of all Information Technology (IT) related hardware and software.

Required Education, Knowledge, Qualifications and Experience:

- A Grade 12 diploma from a provincially recognized institution or equivalent.
- A diploma in Computer or Network Technologies or high level vendor certification (MCSE, CNE, CCNP).
- A+ Certification or equivalent experience.
- Minimum of two (2) years' experience or a suitable combination of education and experience.
- Knowledge of computer programming principles.
- Possess a current and valid Driver's License.

Required Skills and Abilities:

- Ability to effectively manage and prioritize tasks.
- Ability to work with a minimal amount of supervision.
- Ability to work flexible hours.
- Strong interpersonal skills.
- Ability to present ideas in user-friendly language.
- Ability to communicate effectively and professionally through verbal and written communications.
- Ability to apply and follow project management principles and tasks.
- Exceptional attention to detail.
- Strong customer service skills.
- Ability to work in a team-oriented, collaborative environment.
- Ability to do Medium Load Work which includes:
 - exerting up to 50 lbs. of force occasionally (lifting and/or carrying)
 - exerting up to 20 lbs. of force frequently
 - exerting up to 10 lbs. of force constantly to move objects
- Ability to present a positive, "can do" attitude.

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 Technician shall perform such duties and responsibilities as may be assigned included but not restricted to the following:

- Complete Helpdesk requests as prioritized by the Manager of IT & Data Services.
- Identify and resolve routine hardware, software and network issues.
- Provide ongoing routine installation, maintenance and support of division systems.

- Ensure that any equipment under warranty is dealt with according to current policies and vendor requirements.
- Ensure that equipment moves, replacements and changes are authorized and completed according to specification.
- Deploy Operating System images for the purpose of large scale deployment of hardware and software packages.
- Assist in the operation of network devices including switches, routers, wireless equipment and servers.
- Assist in the operation and maintenance of backup software and hardware.
- Assist in evaluation and testing.
- Assist in educating users regarding PC and network usage.
- Assist in maintaining and accurate inventory of the division's IT related equipment.
- 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 IT & Data Services.

Judgment, Independence and Client Contact:

Confidentiality:

At no time should the Computer Technician discuss in public information pertaining to anyone in the school division. The Computer Technician 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 Technician is tied to the following grid(s):

CUPE Local 4875

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