

JOB DESCRIPTION

Position: Information Technology Services Technician

Position Summary: Under the supervision of the Manager of Information Technology, provide computer, network, hardware and software support and repair and maintain district technology systems.

POSITION DUTIES

RESPONSIBILITIES

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| 1. Technology Support | <ul style="list-style-type: none"> • evaluate and recommend computer technology • assist with design and network system modifications • purchase supplies and materials • install and support computer and networking technology • assist with network and computer security procedures and incidents • troubleshoot software/hardware problems and provide assistance to staff • maintain records, network documentation and write reports • assist with district electronic building systems controls, equipment and devices and provide advice to other staff • provide in-service to staff regarding the use of software programs and network and computer related equipment • assist in training of technology co-op students |
| 2. Maintenance & Repairs | <ul style="list-style-type: none"> • diagnose problems and repair and maintain district technology systems and equipment • order equipment and recommend replacement • maintain preventative maintenance for all district computers, related peripherals, audio and video equipment • assist other trades as required |
| 3. Communication | <ul style="list-style-type: none"> • communicate to staff and others and respond to inquiries and provide information of a detailed or specialized nature • maintain confidentiality of information |

Other comparable or transient duties which are within the areas of knowledge and skills required by the job description may also be assigned.

Qualifications, Fitness and Ability

Completion of Grade 12 plus 2-year diploma in computer technology

2 years' recent experience in diagnosing, maintaining and repairing computers and network related problems.

Demonstrated ability to meet inflexible deadlines requiring concentration and attention to detail.

Demonstrated ability to communicate effectively with staff and outside agencies/suppliers.

Valid Class 5 B.C. driver's licence

Physically able to perform all aspects of the job including lifting.