

## **SCHOOL DISTRICT NO.5 (SOUTHEAST KOOTENAY)**

### **JOB DESCRIPTION**

**JOB TITLE:**           **COMPUTER SUPPORT TECHNICIAN**

**JOB SUMMARY:**   An employee hired to provide system software and network support to all district staff and buildings, who is responsible to an assigned supervisor.

#### **QUALIFICATIONS REQUIRED:**

1.     Grade 12 or equivalent
2.     Valid British Columbia Driver's License
3.     Minimum of two year's related experience in computer network administration and maintenance.
4.     Currently working towards network administration certification.
5.     Apple Certified

#### **MUST HAVE THE ABILITY TO:**

1.     Communicate effectively, orally and in writing.
2.     Possess effective organizational skills.
3.     Be self directed, flexible and work independently.
4.     Maintain confidentiality.
5.     Work under pressure.
6.     Work with disagreeable conditions from time to time.
7.     Solve problems related to the position.
8.     Troubleshoot, diagnose and resolve information technology problems and questions.
9.     Supplement current technological knowledge with constantly evolving technological changes.
10.    Use a variety of tools, testing and diagnostic equipment and software.
11.    Read and understand complex technical and specialized material.
12.    Install, upgrade and maintain LANs, WANs, Internets and Intranets.
13.    Install, maintain and support district system-level software and application software.
14.    Co-ordinate and work with other tradesman.

#### **RESPONSIBILITIES AND DUTIES:**

1.     Responsible for the maintenance and service of computer systems and networks.
2.     Responsible to meet required deadlines.
3.     Develop effective work methods to handle assigned tasks.
4.     Liaise with school personnel regarding system repairs and scheduling.
5.     Write specialized and technical reports.
6.     Provide technical support to staff, schools and buildings with regards to LANs, WANs, Internets and Intranets.

7. Build databases and support resources addressing commonly asked questions and frequent problems to be placed on the district web site.
8. Provide supplemental information and resources that are not available at the district level as back up to, or extension of, the district's help-line services, such as vendor-based software support.
9. Maintain budget and purchasing of equipment and software.
10. Upgrade and keep current with related technology.
11. Perform other job and maintenance related duties.

**THIS JOB DESCRIPTION IS CURRENTLY UNDER REVIEW.**