

## **INFORMATION TECHNOLOGY (IT) TECHNICIAN (IT 2)**

### Job Description

#### **POSITION SUMMARY:**

Under the direction of the ICT Coordinator, the IT technician provides support to first-line users concerning computer hardware, computer applications, and communications software. He/she maintains hardware, software and related computer equipment.

#### **KEY RESPONSIBILITIES:**

- Engineer, install, maintain, troubleshoot, and administer the use of computer workstations, peripheral equipment and cabling in all buildings throughout the Division.
- Communicate with users experiencing difficulties to determine and solve problems.
- Consult user guides, technical manuals, and other documents and sources to research and implement solutions.
- Keep track and update work tickets delegated to him or her by the supervisor using the work ticket system or via other sources, ie, phone, email, text, IM, etc.
- Research, develop and implement IT projects assigned by the supervisor.
- Ensure all installed systems software and non-instructional software is properly licensed;
- Implement data, software, and hardware security procedures.
- Maintain administrative and other division software and hosted services.
- Be familiar with and adhere to relevant Board Policy, procedures, practices, and Reference Manuals.
- Install, test and maintain system software on all classroom computers and -all software on non-instructional computers as required;
- Assist Network manager to install and maintain LAN and WAN equipment.
- Provide and assist school, and other staff, with training relative to basic workstation operations, school website operation, and minor troubleshooting;
- Provide school administrators, or designated staff member with on going feedback on the condition of computer workstations and peripherals and any service work completed;
- Keeping abreast of new developments in the field through personal training and upgrading
- Assume other responsibilities and perform other related duties as may be assigned by the supervisor.

#### **QUALIFICATIONS :**

- A Computer Science Diploma/Degree or equivalent and/or equivalent years of experience.
- Proficiency with current Division server software.
- Proficiency with current network configuration standards.
- Proficiency with Division operating systems and software.

#### **SPECIFIC REQUIREMENTS:**

- Ability to multi-task.
- Strong interpersonal, communication, analytical and problem-solving skills.
- A valid Driver's License.
- Ability to work flexible hours.
- Ability to meet the physical requirements of the position.