



Information Technology (IT)
Support Technician
Administrative Procedure 2.B.170

2.0 Human Resources
2.B. Position Descriptions

Board Governance Policy Cross Reference: 1, 2, 3, 4, 12, 13, 16

Legal Reference:

Date Adopted: October 2012

Date Amended: October 2016, December 2024

PHILOSOPHY

Evergreen School Division believes in a system that fosters respect, caring and good communication within and outside the school division. The major goals and tasks of the employees of the division are to honor these values in the daily interactions with staff, students, and the public and to assist in the development and implementation of a quality education system. Confidentiality is an expectation of these positions of trust in our public school system.

GENERAL POSITION DESCRIPTION

The IT Support Technician is responsible for first level technical support for the school division including the implementation and maintenance of end user devices. The IT Support Technician works under the supervision of the IT Consultant.

RESPONSIBILITIES AND DUTIES

1. Install, maintain, troubleshoot, and repair computer, tablet and related hardware and software.
2. Install new software releases, system upgrades, and patches.
3. Provide technical support for division workshops, seminars, and conferences.
4. Identify, research, and resolve technical problems as required.
5. Perform general user account maintenance.
6. Provide help desk support for school and administration users.
7. Maintain accurate inventories of divisional hardware.
8. Assist with supporting Student Information Systems, Learning Management Systems, and other Information Systems.
9. Properly dispose of obsolete computers and other technology equipment.
10. Maintain accurate repair records.
11. Assist with setup and installation of Divisional Smartphones.
12. Receive, assemble, check, and inventory new equipment.
13. Maintain logs and records of equipment deliveries and pick-ups.
14. Arrange for major repairs and warranty claims.

15. Remotely deploy software applications to workstations.
16. Assist the IT Consultant with the installation, configuration, maintenance, and administration of Divisional enterprise network and Divisional WiFi network.
17. Assist the IT Consultant with the administration of divisional firewall appliance, content filter, and VPN.
18. Assist the IT Consultant with the installation, maintenance, troubleshooting and repair of Divisional network hardware and software including managed network switches and routers.
19. Assist the IT Consultant with the maintenance of Division Active Directory, Microsoft 365, website.
20. Assist the IT Consultant with the creation and maintenance of user account information including rights, security, and systems groups.
21. Assist the IT Consultant with the installation of new software releases, system upgrades, and patches on servers.
22. Assist the IT Consultant with the carryout of backup and recovery strategies of servers.
23. Assist the IT Consultant with the administration and maintenance of Division Student Information System.
24. Assist the IT Consultant with the creation of web-based applications and forms as required.
25. Assist the IT Consultant with the installation, maintenance, troubleshooting and repair of diverse system and application software supporting Divisional technology.
26. Assist the IT Consultant with being on call during off-hours to respond to network and server outages.
27. Assist the IT Consultant with the remotely deploying software applications to workstations.
28. Administer, maintain, and troubleshoot school paging/intercom systems, video surveillance systems and VOIP telephone systems.
29. Other duties as assigned.

SKILLS / QUALIFICATIONS

- Demonstrated analytical and problem-solving ability.
- Ability to prioritize activities and organize time effectively.
- Proven interpersonal Skills.
- Strong oral and written communication skills.
- Ability to work both independently and cooperatively as a team member.
- Ability to work with confidential information.
- Knowledge of industry standards and best practices.

EMPLOYMENT REQUIREMENTS

- Post-secondary computer training from a recognized community college or university or equivalent.
- Minimum of three (3) years of experience working in a technical support role.
- Minimum of three (3) years of network administration experience in corporate or education environments.
- Experience in diagnosing and rectifying hardware and software issues with a broad range of computer platforms, operating systems, and software applications.
- Must have and maintain a valid Class 5 Manitoba driver's license and use of a vehicle.