



IT Support Technician

Administrative Procedure 2.B.157

Board Governance Policy Cross Reference:

Legal Reference:

Date Adopted: October 2012

Date Amended: October 2016

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 Manager.

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. 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 one year experience working in a technical support role.
- 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 licence.