ST. JAMES-ASSINIBOIA SCHOOL DIVISION	JOB DESCRIPTION:
ST. JAMES-ASSINIBOIA SCHOOL DIVISION Great Schools for Growing and Learning	**AP4-22**

#82270

CUPE SUPPORT STAFF JOB DESCRIPTIONS

POSITION TITLE: INFORMATION SYSTEM SUPPORT TECHNICIAN

REPORTS TO: Administrator of Technology or his/her designate.

JOB SUMMARY: Installs, maintains and services Divisional equipment used in the operation of the Division's school based local area networks as directed.

DUTIES AND RESPONSIBILITIES:

- Analyses, resolves and updates service requests for Divisional computer systems;

- Provides preventative maintenance, hardware and software installation support;

- Deploys Divisional hardware and software such as computer software images, cabling and switches as directed;

- Performs basic management of site servers including joining computers to Divisional Active Directory and Open Directory domains, performing daily tasks for user creation, modification and removal at local and server levels; may assist Division-wide Information Systems/Network Technician with servers and server configuration or repair where directed;

- Maintains current knowledge of hardware, software and network technology otherwise known as inventory at assigned sites and recommends modifications or disposal as necessary; requests and assists with transfers or disposal of hardware;

- Where required, works with vendors and/or other technicians to arrange and perform warranty repairs;

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- Reports status of service requests, inventory, hardware additions, deletions and movement of such to Administrator of Technology or designate;

- Routinely sets up, takes down and relocates Divisional computer systems;

- Assists in instructing school staff in the use of Divisional software such as FirstClass mail, Microsoft Office suites, NOD32 or current virus scanning software; provides written instruction where required;

- Manages original software masters in school; and,

- Performs other duties of a similar nature or level as assigned.

QUALIFICATIONS:

- Grade 12 diploma or equivalent plus one year of relevant post-secondary coursework in information technology or equivalent (certifications for desktop support by Microsoft, Apple or A+ vendors may be considered equivalent to the one year of coursework) and a minimum of one year of recent work experience in general computer installation, maintenance and repair;

- Sound technical knowledge and demonstrated experience installing and supporting current operating systems in use in the Division such as Apple and Microsoft desktop operating systems and standard business or educational software including Microsoft Office;

- Understanding of principles, practices, hardware and software related to the establishment and maintenance of LAN's and WAN's;

- Ability to interpret an extensive variety of technical instructions in various formats and deal with several abstract and concrete variables;

- Demonstrated problem solving skills and the ability to understand and carry out verbal and written instructions;

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- Consistent ability to work co-operatively with Divisional personnel, vendors, contract support staff, consultants and other school boards;

- Ability to work with limited supervision and to use sound judgment when providing information;

- Excellent interpersonal, organizational, and communications skills;

- Commitment to independent professional development and a willingness to upgrade skills on the job and demonstrate knowledge by completing related certification exams where required or applicable;

- Valid Manitoba driver's license and a satisfactory driving record;

- Daily access to a vehicle for the purposes of traveling to various Divisional sites and transporting computer equipment as required; and,

- Ability to regularly lift and carry computer hardware and other associated peripherals weighing up to 25 kg.