

#82270

EXCLUDED SUPPORT STAFF JOB DESCRIPTIONS

**POSITION TITLE: CENTRAL INFORMATION SYSTEMS NETWORK
TECHNICIAN**

REPORTS TO: Director, Information Technology

SUPERVISES: School-Based Technicians as assigned

JOB SUMMARY: To plan, design, deploy and support the instructional technology and business requirements of the Division including all hardware and software applications, programs, systems, and networks.

KEY ACCOUNTABILITIES:

1. To provide technical support to staff and students for hardware and software issues; and to troubleshoot and resolve problems related to computers, laptops, tablets, printers and other technology devices.
2. To maintain and troubleshoot the Division's network, including wired and wireless connections; and to ensure network security and implement necessary measures to protect against unauthorized access.
3. To install and configure hardware components such as computers, servers and peripherals; and to install, update and troubleshoot software applications used in educational settings.
4. To create, manage and maintain user accounts for staff and students; and to reset passwords and provide access permissions based on role requirements.
5. To assist teachers in integrating technology into the classroom, including interactive whiteboards, projectors and audio-visual equipment; and to provide training for staff on new technologies and software applications.
6. To assist Divisional and school business operations with technology to ensure streamlined and reliable business operations including school

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teams, senior administration, trustees, finance, human resources, payroll, purchasing and communications.

7. To implement and enforce security and privacy policies to protect sensitive data and ensure the integrity of IT systems; and to conduct regular security and privacy assessments and address vulnerabilities and ensure consistent privacy practices.
8. To implement and manage data backup solutions to prevent data loss; and to develop and test disaster recovery plans.
9. To collaborate with external vendors and outside agencies to resolve technical issues, coordinate repairs, and to evaluate and recommend new technologies and solutions on new projects.
10. To maintain documentation for IT systems, procedures and troubleshooting guides; and to keep records of hardware and software licences.
11. To collect and analyze data using various platforms and to create custom reports and reporting systems for school, the Division and the province.
12. To assume other responsibilities as required.

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor’s Degree in Information Technology or related discipline
- 5 Years related experience
- Ability to work a flexible schedule as required and to respond to urgent situations
- An equivalent combination of education and experience may be acceptable to the Division.

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