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# 23627v3

[Appendix 5](#)**EXCLUDED SUPPORT STAFF JOB DESCRIPTIONS****POSITION TITLE: INFORMATION SYSTEM SUPPORT TECHNICIAN TEAM LEADER**

**REPORTS TO:** The Administrator of Technology and works closely with the administration in the respective school sites to determine school priorities

**JOB GOAL:**

1. To assist the Administrator of Technology with coordination, development, and training of Information System Support technicians, to assist with system planning and to act as IS Support team liaison
2. To set up, maintain and troubleshoot school computers and related equipment as well manage school servers under the direction of the Divisional Computer Department.

**DUTIES AND RESPONSIBILITIES:****IS TEAM LEADER**

In addition to assuming the responsibilities of an IS Support Technician position, the team leader will:

- a) Actively participate in professional development courses and opportunities in the area of computer and network technologies.
- b) Coordinate, plan and deliver technical training to the IS Support Technicians according to the needs and priorities of the Division as determined by the Administrator of Technology
- c) Act as a liaison between IS Support Team and the Administrator of Technology and the Divisional Computer Department
- d) Assist in the development and implementation of plans for system upgrades and migrations in cooperation with the Administrator of Technology and the Divisional Computer Department
- e) Assume other leadership duties as assigned by the Administrator of Technology

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**INFORMATION SYSTEM SUPPORT TECHNICIAN**

In addition to IS Team Leader Responsibilities, the team leader will assume the following Information System Support technician responsibilities:

**1. Technical Support Responsibilities**

- a) Configure and maintain systems in their assigned sites in accordance with Division standards as defined by the Divisional Computer Department
- b) Provide technical support to assigned schools and sites.
- c) Respond to Division initiatives individually or as a group when required at any of the various sites.
- d) Install and remove software and hardware as directed by Divisional Computer Department
- e) Ensure software updates are applied when they become available, including but not limited to the following:
  - i. Operating system updates
  - ii. Security patches
  - iii. Application updates
  - iv. VirusScan updates
- f) Manage local area network servers: NT/2000/LINUX and applicable group policies and security settings
- g) Create, manage and audit user accounts and network shares.
- h) Perform system backups as instructed by Computer Department
- i) Manage warranty service acting as liaison with hardware vendor.
- j) Manage non-warranted hardware repairs with Electronic Video and Computer Technician
- k) Manage transfer and/or disposal of surplus or irreparable hardware.

**2. End User Support Responsibilities**

- a) Respond to the needs and questions of network users concerning their access to resources on the network

**3. Other Responsibilities**

- a) Ensure only authorized and licensed software installed on PC's.
- b) Maintain detailed documentation of local network, including but not limited to the following:
  - i. Network printer locations and IP addresses if available

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**ST. JAMES-ASSINIBOIA SCHOOL DIVISION**

Great Schools for Growing and Learning

**JOB DESCRIPTION:****AP5-13**

- ii. IP addresses and names (if applicable) of network servers
- iii. Network drop locations and numbers
- iv. Location of network and P2P servers
- v. Passwords and install codes for location specific software
- c) Maintain detailed documentation of school-level passwords
- d) Maintain detailed documentation of school-level passwords
- e) Manage original software masters in school
- f) Manage FirstClass accounts requests, transfers and terminations
- g) Update school website. Content to be provided by school.
- h) Posting school profile, school plan and newsletters to website
- i) Other duties as assigned by the Administrator of Technology

**QUALIFICATIONS:****Technical Skills:**

- Ability to operate computer systems and computer network systems
- Possess hands-on experience in system installation, configuration and maintenance
- Good working knowledge of Macintosh and Windows Operating Systems
- Demonstrate strong practical knowledge, technical problem solving skills and diagnostic abilities
- Basic understanding of network architecture and network technologies
- Demonstrate a desire to remain abreast of new developments in software and hardware

**Personal & Interpersonal Skills:**

- Ability to maintain confidentiality of privileged information obtained in the course of work.
- Ability to work independently with minimal direction.
- Ability to understand and follow oral and written directions
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with others in a team oriented environment
- Possess strong organizational skills

**Other:**

- Possess a reliable vehicle and a valid driver's license
- Ability to lift up to 25 kg.

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- Ability to perform the duties and responsibilities listed for this position

**EXPERIENCE:**

Three years experience working as a computer support technician

**TERM OF EMPLOYMENT:**

208 days per school year.

**SALARY:**

Placement on new salary grid to be aligned with current salary.

**EVALUATION:**

Evaluation will be carried out in accordance with Board policy.

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