

**SUPPORT STAFF PERSONNEL QUALIFICATIONS AND DUTIES****COMPUTER SYSTEM TECHNICIAN****Position Summary**

Under the direction of the Director - Information Technology, the Computer System Technician provides technical support for computing devices and their local and wide area networks.

**Duties**

## Technical Hardware / Software Support

- Provide technical hardware / software support for desktop PC / Mac computers, laptops, and other devices.
- Maintain and configure peripherals such as printers, scanners, digital cameras, digital video editing equipment, projection devices and other third party hardware devices in classrooms and labs.
- Maintain up-to-date documentation of technical details and procedures.
- Recommend hardware and software support solutions to provide curricular goals using technology.
- Provide technical support for professional development sessions held within schools and labs.
- Liaise with third-party repair facilities technical staff and account support staff.
- Communicate with others using a variety of methods, including an online helpdesk ticketing system as well as through email, telephone, personal and collegial discussions.
- Research questions as needed to troubleshoot and solve issues.

## Network Support

- Troubleshoot student and staff user accounts in the school network.
- Provide support for the school network infrastructure.
- Troubleshoot basic network issues.

- Troubleshoot wireless network issues.
- Maintain the divisional library server and library system.

#### Other Duties

- Plan and implement new technology.
- Maintain an updated level of training and skills based on new technologies and procedures.
- Attend training sessions provided by the Seven Oaks School Division.
- Duties as assigned for special projects such as researching new technologies.

#### Education

- Grade 12.
- One year computer technical and/or computer technology course or equivalent to attain knowledge of computer hardware, software and networking.
- Knowledge of Windows operating systems - Windows Server, Linux, IOS, MS Office, TCP/IP based networks, Cloud Based Computer and Wireless Networks.

#### Experience

- One to two years previous experience, plus one year on the job training.

#### Working Conditions

- Occasional repetitive heavy lifting such as computers, printers and monitors.
- Exposure to noise and frequent interruptions with conflicting demands and deadlines.
- Occasional after-hour attendance at educational seminars.
- Position requires a valid driver's license and a vehicle as work sites are distributed within Seven Oaks School Division.
- Position requires a Hand Held Communication Device. Technician will receive a monthly allowance as stated in Policy DJDJ – Hand Held Wireless Communication Device.