

Group: CUPE

Title: Information Technology Technician

Dept.: IT Department

Location: School Board Office

Position Description:

The Information Technology Technician provides technical support and maintains the technology infrastructure used by the schools, administrative offices, and educators.

Reports to:

Secretary Treasurer or designate

Direct Reports:

N/A

Duties & Responsibilities:

- Provides on-site and remote technical support for hardware and software issues in schools and at administrative offices.
- Diagnoses and resolves technical problems with computers, printers, interactive white boards, projectors, and other classroom technologies.
- Troubleshoots level 1 network issues, including internet and Wi-Fi connectivity.
- Responds to assigned help desk tickets, ensuring timely and effective resolution of issues.
- Installs, configures, and maintains desktop and laptop computers, tablets and other devices such as Chromebooks, iPads, and PCs.
- Designs, repairs, and installs PA systems, bell systems, and surveillance systems (cameras, DVRs, NVRs, and monitoring software).
- Installs, configures, and maintains radio communication systems, including two-way radios, repeaters, antennas, and associated hardware.
- Performs routine maintenance including software updates, hardware repairs, and system imaging.
- Supports the management of printers, scanners, and other peripherals.
- Assists in maintaining local area networks (LANs) and wireless networks in schools.
- Assists with connectivity to servers, shared drives, and cloud-based platforms like Google Workspace or Microsoft 365.
- Supports the implementation and maintenance of school board systems.
- Sets up and troubleshoots classroom technologies, such as projectors, smartboards, and audio-visual equipment.

- Assists educators and administrators with using technology, including video conferencing tools, and educational software.
- Liaison between other Departments for communicating technical knowledge or troubleshooting technical issues
- Supports security measures, including antivirus software and access controls.
- Assist with the proper disposal or recycling of outdated technology in compliance with regulations.
- Collaborate with other IT staff on system upgrades, network enhancements, and technology rollouts.
- Participate in technology-related projects, such as implementing new devices or platforms in schools or administrative offices.
- Assist with the setup and support of IT systems for special events, such as board meetings, training sessions, or school events.
- Set up and configure network hardware, including routers, switches, and access points.
- Installs and configures wired and wireless network systems.
- Performs network expansions, device upgrades, and cabling installations.
- Troubleshoots network-related technical issues, connectivity problems, network hardware malfunctions, and software conflicts and escalates unresolved issues to the Manager of Information Technology.
- Uses network monitoring tools to assess system performance and identify potential issues.
- Perform routine maintenance, such as firewall updates, patch installations, and device resets.
- Documents network configurations, changes and troubleshooting processes.
- Monitors for unauthorized access and reports vulnerabilities to the Manager of Information Technology.
- Research and development of new IT software and equipment.
- Administers support and maintenance of software applications, and related personal and device management tools, such as Intune, SCCM, Enterprise manager, G-Suite manager, etc.
- Manage and support helpdesk ticket system

The above job description reflects the principle functions of the job. Other comparable or transient duties which are within the area of knowledge and skills required by the job description may also be assigned.

Job Requirements: Minimum Qualifications

Education & Experience:

- Completion of a two (2) year post-secondary technical diploma or certification in a recognized computer/electronics program or equivalent combination of training and experience working in the information technology field.
- Three years' experience in computer operations, troubleshooting, and user support.
- One to two (1 to 2) years hands-on experience with network installation, troubleshooting, and maintenance.
- Certifications: CCNA, Network+, or other network certifications.
- BC Class 5 driver's license.

Skills & Knowledge & Abilities:

SKILLS:

- Skilled in implementing, problem solving, and supporting a variety of technologies, including computers, mobile digital data devices, and Chromebooks, including the software and hardware components, and peripheral devices attached to them.
- Skilled in maintaining district technology infrastructure.
- Effective communication skills (verbal and written).
- Skilled in supportively answering and responding to phone calls, emails, and other forms of communication.

KNOWLEDGE:

- Knowledge of Local and Wide Area Networks (LAN and WAN), network servers including application and web, and FTP.
- Knowledge of audio-visual systems, wireless control of projection devices, document cameras, and associated software.
- Knowledge of current computer hardware, software applications, and operating systems.

ABILITY

- Ability to problem solve and maintain hardware and software.
- Ability to learn about and adapt to changes in technology.
- Follows established protocols and compliance standards to protect organizational data.
- Ability to organize and prioritize workload with limited supervision including managing requests and problem-solving.
- Ability to convey information and sustain productive working connections.
- Ability to perform tasks requiring extended periods of concentration.
- Ability to handle frequent interruptions while working.
- Ability to adhere to deadlines, including flexibility and adaptability.

RESPONSIBILITY

- Responsibilities include working under limited supervision using standardized practices and/or methods.
- Upholds appropriate levels of technical data integrity and security.
- Exhibit professionalism and adhere to the district mission, vision, and values as outlined in the strategic plan.
- Adhere to District policies, procedures, and safety protocols.
- Manage confidential and sensitive information with discretion and professionalism.
- Maintain a high level of confidentiality.
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WORKING ENVIRONMENT

- Extended periods of sitting or standing in one place.
- Extended periods of prolonged screen time.

- Working in a fast-paced work environment, managing time constraints, navigating frequent interruptions, and handling challenging interactions.
- High level of contact with District staff.
- Work may involve sitting, walking, standing, stooping, reaching, lifting, working at heights, and carrying equipment for extended periods.
- There may be travel within the district driving in all types of weather.
- Must be able to work with minimal supervision.

SALARY:

- Wages and employment benefits per CUPE collective agreement.

KEY RELATIONSHIPS:

Good working relationships with:

- School District 8 Staff
- Contractors
- Suppliers

Next scheduled revision: Winter 2030

Reviewed and agreed: January 10, 2025

Reviewed: October 2012