

School District No. 91 (Nechako Lakes)

JOB DESCRIPTION

INFORMATION SERVICES – COMPUTER TECHNICIAN I

Rate of Pay: **Band # 2**

Location: **District**

SUMMARY

- Troubleshoots software & other information technology systems.
- Assists in the provision of technical advice and services.
- Installs, alters, repairs and maintains the computer hardware software and communication systems.

DUTIES & RESPONSIBILITIES

- works as a junior team member to maintain the District's investment in Information Technology
- maintains and increases understanding of current and emerging technologies
- keeps abreast of developments in technology, masters various operating systems and supports district users in the use of technology
- practices quality workmanship and safety of work sites
- assists district staff on the use and potential of district software by telephone
- performs all duties with a level of interpersonal skills appropriate to the position
- maintains the confidentiality of sensitive information seen or heard

QUALIFICATIONS

KNOWLEDGE

- completion of Grade 12 (Dogwood Certificate)
- BC Driver's License - Class 5 with an exemplary driving record as demonstrated by a current driver's abstract

EXPERIENCE

- six months of current relevant experience, including demonstrated knowledge of computer systems, hardware, software and networks
- WHMIS Certificate and familiarity with Work Safe BC (WCB) safety procedures

SKILLS & ABILITIES

- ability to install and troubleshoot peripheral equipment
- ability to load and configure software and resolve software conflicts
- ability research problems using a variety of sources
- ability to use courtesy and tact in explaining, exchanging data or information
- ability to use judgement to select which methods are applicable in any given situation
- ability to carry out and perform work schedule with minimum supervision
- ability to work as a team member to fulfill the District technology needs, and willingness to take such training as is appropriate and available
- physical ability to perform the duties
- tenacious computer troubleshooting and fault diagnostic skills
- customer oriented, positive "can do" attitude

N.B. This description contains the elements necessary for the identification and evaluation of the job. It is not an exhaustive list of the duties to be performed. Duties not listed should not affect the evaluation.