

School District No. 91 (Nechako Lakes)

JOB DESCRIPTION

INFORMATION SERVICES – COMPUTER TECHNICIAN II

Rate of Pay: **Band # 13**

Location: **District**

SUMMARY

- Provides technical advice, services, installs, alters, repairs and maintains District computer hardware, software and communication systems, automated building controls and security systems
- Assists in the development of applications within existing systems and in the modification and customization of off the shelf software

DUTIES & RESPONSIBILITIES

- works as a team member to maintain the District's investment in Information Technology
- assists in the development of procedures related to computer and electronics usage
- creates electronic solutions to information distribution
- maintains and increases understanding of current and emerging technologies
- keeps abreast of developments in technology, masters various operating systems
- installs and maintains telecommunication systems, network installations and additions
- maintains records pertaining to the maintenance, purchase and warranty of all computer equipment
- trains and assists district staff on the use and potential of district software, by telephone and workshops
- recommends purchases of district computer equipment and software and orders equipment and supplies
- performs all duties with a level of interpersonal skills appropriate to the position
- Safeguards sensitive information
- Periodic supervision of Summer Students or Computer Technician I's
- maintains the confidentiality of sensitive information seen or heard

QUALIFICATIONS

KNOWLEDGE

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

EXPERIENCE

- three years of current relevant work experience including experience administering a mail or work group system
- WHMIS Certificate and familiarity with Work Safe BC safety procedures

SKILLS & ABILITIES

- knowledge of telecommunication, routers and the Internet
- demonstrated understanding of LAN/WAN systems & interrelationships with troubleshooting/diagnostic ability
- ability to provide assistance & support to end users in an acceptable manner while preserving an atmosphere of mutual respect
- ability to use judgement and initiative in identifying, adapting and applying procedures and approaches to address unusual problem situations and resolve most conflicts
- ability to use tact and diplomacy when handling contacts of a difficult, specialized or sensitive nature, for the discussion and resolution of problems
- ability to carry out and perform work schedule with minimum supervision
- ability to load and configure software and resolve software conflicts
- ability to install and trouble shoot peripheral equipment
- ability to assess and direct problems to appropriate personnel
- ability to work as a team member to fulfill the District technology needs
- tenacious computer troubleshooting and fault diagnostic skills & research problems using a variety of sources
- physical ability to perform the duties

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.