



## School District No. 47 (Powell River)

### Class Specification

## Technology Service Technician (13.20)

### **POSITION SUMMARY**

Under the supervision of the Principal of Technology, and under the direction of the Information Technology Manager, the Technology Service Technician is responsible to assist in the overall provision and support of Information Technology services in the District, with a focus on supporting the needs of technology users in accordance with current policies, and technical practices

### **DUTIES**

- Provide high quality, responsive technical support to individual technology users District-wide to troubleshoot, resolve and/or repair problems with respect to hardware, software, operating systems, website content, and web forms.
- Support the use of educational and administrative computers within the District.
- Installation, troubleshooting, configuration, and updating of various computer platforms.
- Provide in-service to staff regarding the use of software programs.
- May assist technology users in maintaining, updating, and troubleshooting online communication platforms including websites and web forms.
- Help resolve "Helpdesk" requests.
- Follow established processes and procedures to prioritize and track requested work.
- Assist other IT department team members with workload and/or projects as required.
- Advise technology users of appropriate technology security protocols necessary to safeguard the integrity and confidentiality of District information and systems.
- Other comparable and/or transient duties which are within the areas of knowledge and skills required by the job description may also be assigned.

### **EDUCATION AND EXPERIENCE**

- Completion of Grade 12 and two-year diploma in Computer Technology or other qualifications and/or experience.
- One to two years of recent, successful, and comparable work experience.
- Must possess and maintain a valid BC Driver's Licence.

### **KNOWLEDGE, ABILITIES, AND SKILLS**

- Possess current technical knowledge and troubleshooting capability for computing devices, hardware, software, and operating systems used in the education sector.
- Demonstrated knowledge and skill to install, configure, and maintain common network infrastructure, computer hardware, Windows, and MacOS operating systems.
- Demonstrated ability to communicate solutions and demonstrate use of instructional and productivity software to District staff.
- Demonstrated ability to maintain web-site content and forms using current tools such as SharePoint and Acrobat.
- Demonstrated ability to work as a team member with technology staff.
- Commitment to continuous professional growth.
- Demonstrated ability to communicate with clients and suppliers, both orally and in writing, in an effective, respectful, and professional manner to clarify and exchange technical information.
- Demonstrated organizational skills and attention to detail.
- Physical capability to perform job duties in a typical IT department where there is frequent work in awkward positions, regular lifting of heavy objects and extensive keyboarding.