

qathet School District
Class Specification
Helpdesk Technician (12.08)



POSITION SUMMARY

Under the supervision of the Principal of Technology, and under the direction of the Information Technology Manager, the Helpdesk 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

- Responsible to monitor and resolve “Helpdesk” requests.
- Regularly input data into MyEducationBC and support for Office 365.
- Provide IT support, either working remotely or onsite within the District or school locations.
- Receive phone calls, emails, walk-ups, and online submissions and records, categorizes, prioritizes, and assign requests for technical services.
- Provide first/second level technical support, troubleshooting and training services, to staff, students and team members, via phone, remote control, or on site.
- Determine nature of request through active listening, asking probing questions, using multiple computer applications to determine client’s needs to ensure accurate information is collected, perform troubleshooting steps, and work toward first level resolution.
- Install and configure computer and mobile technologies, system and application software, servers, network equipment, printers, scanners, and other technologies in schools and District locations.
- Create and deploy software system and application packages.
- Provide feedback on applications and system features, advise on use, and implement and support as directed.
- Identify problems, monitor, administer, and problem solve various system, network, and operational issues.
- Prepare and maintain records and statistics.
- Liaise with vendors and suppliers.
- Perform information technology functions to support the District.
- 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 plus 1 year of post secondary training in technology or other related program 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

- Familiarity with MyEducationBC and Office 365.
- Possess current technical knowledge and troubleshooting capability for computing devices, hardware, software, and operating systems used in the education sector.

- Demonstrated ability to communicate solutions and demonstrate use of instructional and productivity software to District staff.
- 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.
- Proven 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.