

School District No. 22 Vernon
JOB DESCRIPTION

Position: Technician Level I - Client Support Technician

Job No: 411

POSITION SUMMARY:

Under the supervision of the Director of Information Technology, 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.

POSITION DUTIES AND RESPONSIBILITIES:

- 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. Refers complex problems to higher level Technicians.
- Assist technology users in maintaining, updating and troubleshooting online communication platforms including websites and web forms.
- 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.
- Maintain a current inventory of all district technology and necessary documentation.
- Other comparable and/or transient duties which are within the areas of knowledge and skills required by this job description may also be assigned.

EDUCATION AND EXPERIENCE:

- Grade 12 plus 6 months of post secondary training from an accredited Computer Technologist diploma program or equivalent.
- Minimum 6 months of recent, successful and comparable work experience.
- Must possess and maintain a valid BC Driver's License.

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 ability to maintain web-site content and forms using current tools such as SharePoint and Acrobat.
- 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 and occasional lifting of heavy objects.

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.

Approved and authorized by the Secretary-Treasurer or designate:

Signature: _____

Date: May 3/2019