School District No. 22 Vernon JOB DESCRIPTION	
Position: Technician Level II – Server Administrator	**Job No**: 412

POSITION SUMMARY:

Under the supervision of the Director of Information Technology, responsible to assist in the overall provision, maintenance and support of information technology services in the District with a focus on server infrastructure and web-based technologies.

POSITION DUTIES AND RESPONSIBILITIES:

- Utilize specialized technical knowledge and independent judgement to install, maintain, update and troubleshoot District servers, databases, applications, application data and web technologies in a timely and responsive manner in accordance with district priorities and protocols.
- Build, maintain, backup, and monitor server hardware, operating systems, and malware platforms including SharePoint, Office 365, G Suite, SCCM and JAMF in a manner in accordance with department protocols.
- Develop and maintain websites throughout the District in accordance with District policy and protocols; deploy and maintain web applications.
- Assist Technician I to resolve complex or non-standard problems for individual technology users. Assistance sought from Technician III and/or IT Director for highly unusual and complex problems and provide technical training to other IT team members and district technology users.
- Follow established processes and procedures to prioritize and track requested work and assist other IT team members. Complete necessary documentation in a timely and accurate manner.
- Safeguard the integrity, security and confidentiality of District information and servers.

EDUCATION AND EXPERIENCE:

- Grade 12 plus completion of a two-year related diploma from an accredited Computer Technologist diploma program or equivalent.
- A minimum of three (3) years of recent, successful and comparable work experience including experience deploying and maintaining Windows and other servers.
- Must possess and maintain a valid BC Driver's License.

KNOWLEDGE, ABILITIES AND SKILLS:

- Possess current knowledge and proficiency to build, maintain, back up, and monitor server hardware, operating systems and malware including Windows OS, and VMware.
- Possess current knowledge and proficiency to build, maintain, and monitor applications, databases and platforms including SharePoint, Office 365, G Suite, SCCM and JAMF.
- Demonstrated current knowledge and proficiency in the use of web-based technologies.
- 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_

Revision: May 3, 2019