

School District No. 22 Vernon
JOB DESCRIPTION

Position: Technician Level III - Enterprise Infrastructure and Risk

Job No: 413

POSITION SUMMARY:

Under the supervision of the Director of Information Technology, responsible to assist in the overall coordination of District technologies with a focus on enterprise infrastructure and risk management

POSITION DUTIES AND RESPONSIBILITIES:

- Utilize specialized technical knowledge, experience and independent judgement to implement, maintain monitor and analyze enterprise infrastructure and applications in accordance with district priorities, protocols and technology plan.
- Build, maintain, optimize, monitor, and support the District's Network infrastructure including general networking protocols, network devices and security protocols.
- Build, maintain, optimize, monitor, and support the District's enterprise applications and platforms including email, unified communications, and identity management systems.
- In coordination with the Director of IT, develop and implement technology risk planning and mitigation strategies for areas that have a potential serious impact on all employees and students in the District such as cybersecurity, data protection, privacy, disaster recovery, business continuity and virus protection.
- Conduct technology needs assessments at the school level for input into the district technology plan as required.
- Work with the Director of IT to coordinate and action response to system outages or security breaches.
- Participate in the district technology planning process by conducting research and providing formal recommendations for technology enhancements and hardware/software upgrades to the Director of IT.
- Assist Technician I and II to resolve complex or non-standard problems for individual technology users and system issues. Assistance sought from the Director of IT for highly unusual and complex problems.
- Provide technical training to other IT team members and district technology users as required.
- Assist other IT department team members with workload and/or projects as required.
- Follow established processes and procedures to prioritize and track work. Complete necessary documentation in a timely and accurate manner.
- Analyze data and generate reports as required.
- Safeguard the integrity and confidentiality of District information and network.
- Other comparable and/or transient duties may also be assigned.

EDUCATION AND EXPERIENCE:

- Grade 12 plus completion of a two-year related diploma from an accredited Computer Technologist diploma program or equivalent.
- Over five (5) years of recent, successful and comparable work experience including experience with network infrastructure and risk management.
- Must possess and maintain a valid BC Driver's License.



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KNOWLEDGE, ABILITIES AND SKILLS:

- Possess current knowledge and proficiency to build, maintain, optimize, monitor, and support Network infrastructure, enterprise applications and platforms.
- Demonstrated current ability to develop and implement technology risk planning and mitigation strategies.
- Demonstrated ability to communicate with clients, suppliers and senior management, both orally and in writing, in an effective, respectful and professional manner to communicate technical information, gain cooperation or coordinate activities.
- 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