



Grande Prairie ^{and District} Catholic Schools

Job Description

IT TECHNICIAN

Date Created	June 2018
Date Amended	

Reports To

Information Systems Administrator

Summary

This position is responsible for providing Technology support to all district staff with a high level of professionalism that represents the District Board office.

The position is a mix of 3 major tasks: Completing IT Projects, completing day to day Helpdesk Tickets and Maintaining Current IT Systems and Services.

Qualifications

Formal Education

- High School Diploma
- A+ certification

Experience

- IT Systems Diploma or A+ Certification
- 2 Years' of Professional IT Support
- Other combinations of applicable education, training and experience, which provide the knowledge, abilities and skills necessary to perform in the position

Competencies

- Problem Solving – focuses on identifying the root cause of problems and takes the appropriate actions to attempt to prevent and quickly and effectively resolve them
- Client Service – provides excellent service to all staff and students
- Attention to Detail – is detail oriented and makes a minimal number of errors when performing tasks
- Communication – Demonstrates the ability to communicate effectively in both an oral and written manner

- Dependability – is reliable, trustworthy and works effectively with minimal supervision
- Enjoy working in a team environment and able to work under pressure to meet deadlines
- Confidentiality and Integrity - Maintains trustworthiness and confidentiality at all times
- Stress Management – Shows stability in stressful situations

Duties and Responsibilities

- Helpdesk – Complete IT Support Request Tickets for all Services and District Staff
- IT Projects – Complete larger tasks outside of the scope of the Helpdesk (New Portables, New School Infrastructure, System and Service Transitions)
- Smartboard and Interactive Projector Fleet - Install, Support and Maintain
- Digital Exams – Provide support and safe digital exams for PATS, Diplomas, SLAs and other Digital Exams throughout the School Year
- Photocopiers, Fax Machines, Network Printers, Cloud Printers - Install, Support and Maintain
- Intercom and Bell Systems – Support and Maintain
- Phone Systems – Support and maintain
- Supernet, Internet, Fortigate Routers - Install, Support and Maintain
- Network Managed Switches - Install, Support and Maintain
- HVAC Control Systems (Provide network connectivity support)
- Budget Design and Management –Design a budget that meets the Superintendent's Technology Plan and vision
- Mobile Technology Fleet (iPads, MacAirs, Chromebooks, PC Laptops)
 - Repairs, warranty, security updates, centralized device management, system policies
 - Meet AB Ed Standards
- Desktop Computer Fleet (Classroom, High End Labs, Admin)
 - Repairs, warranty, security updates, centralized device management, system policies
 - Meet AB Ed Standards
- Student Record System - Install, Support and Maintain
- Library Circulation System - Install, Support and Maintain
- Bussing System - Install, Support and Maintain
- Wireless Network Infrastructure – Install, Maintain Repair over 220 Wireless Access Points
- HyperV Virtualization Hosting Environment for Microsoft Servers
- Power Management and Battery Backup Systems – Replace UPS and Batteries
- Firewall and Security - Install, Support and Maintain
- Licensing – Compliance with systems
- Centralized Purchasing and Budget – Bulk purchase through RFP to reduce TCO
- Database Servers – Maintain all SQL Databases
- Atrieve – Print, Single Sign-on
- Antivirus - Install, Support and Maintain (Servers, MAC and PC Computers)
- Smart Phone Fleet and Plans – Provide Phone technical support and outsource repairs as needed
- Remote Access for Admin – Maintain and Support Portal access to Admin staff=
- Cloud Services – Manage and Support District Cloud Services

- User Management – Manage District Staff and Student accounts, role changes, network access, bulk creation
- Yearly Evergreens – Install and maintain the Computer Fleet and District Tech as per the budget plan
- Email Systems (Exchange On Premise, Office 365, Google EDU Accounts)
- Servers – Repair, Maintain, Patch all servers and services
 - Active Directory, ADFS, DNS, File & Print, MDM, SCCM, ESB, IIS, NAS,SANs ,DFS ,WDS, GL1, WSUS
- Software and Upgrades – Roll out Software updates to all devices and security patches
- Video Conferencing and Support for Meetings requiring Technology
- SSL Encryption Certificates – Renew and Maintain all Encryption Certificates
- Inventory – Maintain database of all District Tech Assets
- Assistive Technologies – Install and maintain as needed (Document Cameras, Text to Speech, etc)
- PASI Compliance
- District Backups and Data Retention - Install, Support and Maintain
- PD Support
- Card Access Systems - Door Access Schedules, Key Fobs
- New Schools – Deploy Technology and services
- IT Documentation – Maintain documentation on configuration changes and system management
- Travel – Maintain safe driving record, drivers abstract, proper vehicle and drivers license
- Confidentiality and Integrity – Do not disclose any confidential information throughout
- Other duties as assigned

Work Conditions

- Attendance and conducting of presentations
- Extended periods of sitting
- Occasional overtime
- Operation of desktop computer and peripherals for sustained periods of time
- Wiring and moving various technology equipment
- Flexible hours including nights, weekends, and holidays
- Physical Labor including the use of ladders for pulling cable, drills, lifting and installing heavy devices
- Working in a busy office environment with frequent interruptions

Health and Safety

- Each employee is required to become familiar with and adhere to Administrative Procedure 129 – Occupational Health & Safety, and AP130 – Safe & Healthy School Environment.
- Each employee is to ensure that they are following safe work methods and relevant regulations.

Acknowledgement and Agreement

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and will not be construed as a detailed description of all the work requirements that may be inherent in the job. Employees may perform other related duties and tasks as required to meet the needs of the operation.

I acknowledge that I have received and reviewed this job description.

Name: _____

Signature: _____

Date: _____

Witness: _____