

SCHOOL DISTRICT #42
Maple Ridge - Pitt Meadows

JOB DESCRIPTION

JOB TITLE:	Computer/Network Technician	DATE:	February 2007
		REVISED:	June 2016
PAY GRADE:		LOCATION:	District Education Office

SUMMARY: The Computer/Network Technician reports to the Manager of Information Technology and works closely with other Computer/Network Technicians and Systems Analysts. This position performs technical hands-on work investigating, analyzing, assisting and completing the repair and maintenance of district computers and networking equipment.

DUTIES:

1. Provide support, installation, configuration, and troubleshooting, both on-site and remotely, of District hardware and software at various District locations. Deploy network services and equipment.
2. Monitor and troubleshoot any server related problems and re-configure a variety of server settings, when necessary, as instructed by senior IT staff. Servers may include telephone, voicemail, file, backup, application, email, web, database, and others.
3. Propose and select alternative solutions to technical problems in computer systems technology, including diagnosis and resolution of systems hardware/software problems. Provide input pertaining to new desktop system hardware/software selection and auxiliary equipment selection.
4. Provide technical assistance in the use of software including District encryption software and procedures.
5. Provide input for project plans for individual schools, secure project approval, allocate resources with assistance of the Manager of Information Technology, and monitor each plan for task completeness to ensure projects are kept on schedule and within budget.
6. Write and maintain systems documentation and procedures.
7. Operate and monitor server and workstation backup procedures and alert senior IT staff of problems.
8. Collect, compile, analyze and deliver data to end users as required.
9. Prepare documentation of trends and developments in computer technology as it relates to District needs.
10. Assist with in-depth evaluation of new hardware/software.

11. Bring forward ideas and project-innovations.
12. Performs other assigned comparable duties which are within the scope of knowledge, skills and abilities required by this position.

REQUIRED KNOWLEDGE, ABILITY AND SKILLS:

1. A diploma in Computer Sciences/Information Systems and two years experience in the following key areas: managing servers running various operating systems including Microsoft Windows and Macintosh; operating various backup software products; various end user applications; designing and writing software scripts to automate routine tasks and simplify system administration; network protocols and networking equipment. Other equivalent combinations of relevant coursework and experience may be considered.
2. Successful completion of the Apple Certified Mac Technician (ACMT) credential with successful completion of Desktop Hardware, Portable Hardware, and Operating Systems tests.
3. Microsoft Certified Systems Engineer (MCSE) preferred.
4. Demonstrated ability to problem solve.
5. Demonstrated ability to communicate effectively and harmoniously with staff, students, parents, contractors and outside agencies.
6. Demonstrated ability to assist or deliver presentations and/or training to District staff.
7. Demonstrated ability to work at the level of independence and with the degree of initiative appropriate to the position, combined with demonstrated team work skills.
8. Sufficient physical strength, health and coordination to handle and transport moderately heavy equipment.
9. A valid B.C. Driver's license.

JOINT COMMITTEE MEMBER'S SIGNATURES:

	
	