

**SCHOOL DISTRICT #42
Maple Ridge - Pitt Meadows**

JOB DESCRIPTION

JOB TITLE: Senior Computer/Network Technician

DATE: January 2013

Revised: December 2018

PAY GRADE:

LOCATION: District Education
Office

SUMMARY: Working at all district sites and reporting to the Senior Manager of Information Technology, the Senior Computer Network Technician is responsible for maintaining and expanding the infrastructure for the school district's data center and schools. They are also responsible for assisting in the day-to-day operations and maintenance of the data center hardware and software requirements, including user support at designated locations.

DUTIES:

1. Provide support, installation, configuration, troubleshooting and remote management of District hardware and software solutions and IT resources at various District locations.
2. May be required to receive ticket queue for prioritization and Level 1 & 2 Technician location assignments.
3. Provide mentoring for Level I and 2 Technicians and provide Level II and III support for network and workstation management tools, network services, and servers.
4. Ensure operational stability and reliability of critical IT server infrastructure. These systems include communication and student data service, with a focus on the safety, security and availability.
5. Review and recommend enhancements for delivering an infrastructure that will support current and future educational system initiatives. Scope includes all aspects of information technology (i.e. local and wide area networks, desktop technical support, VPN gateways, security, backup and recovery, and segregation of production and test environments).
6. Select and propose alternative solutions to technical problems in computer systems technology, including diagnosis and solution of system hardware/software problems. Provide input pertaining to new desktop system hardware/software selection and auxiliary equipment selection.
7. Provide technical assistance to users in the use of software.
8. Write systems documentation and procedures and maintain site documentation.
9. Responsible for monitoring and troubleshooting the IT Infrastructure administrative services which include security service, backups and restoration, and network optimization.
10. 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 or an equivalent combination of education and/or experience.
2. Five 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 (TCP/IP) and networking equipment; firewall and security configuration/implementation; strong IP subnetting (VLANs) and IP management. Other equivalent combinations of relevant coursework and experience may be considered.
3. Valid Apple Certified Mac Technician (ACMT) and Apple Certified iOS Technician (ACIT) certifications.
4. Proven ability to mentor and coach junior IT staff with strong interpersonal and teamwork skills.
5. Microsoft Certified Systems Engineer (MCSE) preferred.
6. Demonstrated ability to problem solve.
7. Demonstrated ability to communicate effectively and harmoniously with staff, students, parents, contractors and outside agencies.
8. Thorough knowledge of public/private IP addressing management and network address translation.
9. Demonstrated ability to assist or deliver presentations and/or training to District staff.
10. Demonstrated ability to work at the level of independence and with the degree of initiative appropriate to the position.
11. Sufficient physical strength, health and coordination to handle and transport moderately heavy equipment.
12. A valid B.C. Driver's license.

JOINT COMMITTEE MEMBER'S SIGNATURES:

	
	