

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

**JOB DESCRIPTION**

**JOB TITLE:** Computer/Network Technician Level 1

**DATE:** December 2018

**Revised:** April 2023

**PAY GRADE:**

**LOCATION:** District Education  
Office

**SUMMARY:** The Computer/Network Technician Level 1 reports to the Manager, 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 printing equipment.

**DUTIES:**

1. Provides support, installation, configuration, and troubleshooting of District hardware and software solutions located at various District locations.
2. Monitors and troubleshoot any workstation related problems, including coordinating repairs through third party vendors.
3. Selects and propose alternative solutions to technical problems in computer systems technology, including diagnosis and solution of systems hardware/software problems. Provides input pertaining to new desktop system hardware/software selection and auxiliary equipment selection.
4. Provides technical assistance to users in the use of software.
5. Brings forward ideas and project innovations. Provides input for project plans for individual schools, secures project approval from the Manager, Information Technology, and allocates resources with assistance of the Manager to ensure projects are kept on schedule and within project guidelines.
6. Writes systems documentation and procedures and maintains site documentation.
7. Operates and monitors server and workstation backup procedures and alerts senior IT staff of problems.
8. Collects, compiles, analyzes and delivers data to end users as required.
9. Prepares documentation of trends and developments in computer technology as it relates to their environment.
10. Assists with in-depth evaluation of new hardware/software.
11. Receives assignments in written or verbal form from senior IT staff.
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. Certificate in Computer Sciences/Information Systems or a recognized Microsoft, or Apple designation.
2. Minimum two years IT experience and a strong familiarity with current Windows and Mac operating systems and the Microsoft Office Suite.
3. Valid Apple Certified Mac Technician Certification and ITIL Foundations training.
4. Microsoft Certified Systems Engineer (MCSE) preferred.
5. Demonstrated ability to problem solve.
6. Demonstrated ability to communicate effectively and harmoniously with staff, students, parents, contractors and outside agencies.
7. Demonstrated team work skills.
8. Demonstrated ability to assist or deliver presentations and/or training to District staff.
9. Demonstrated ability to work at the level of independence and with the degree of initiative appropriate to the position.
10. Sufficient physical strength, health and coordination to handle and transport computer equipment and supplies.
11. A valid B.C. Driver's license.

**JOINT COMMITTEE MEMBER'S SIGNATURES:**

	
	