

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

JOB DESCRIPTION

JOB TITLE: Computer/Network Technician

DATE: June 2016

REVISED: April 2023

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. Provides support, installation, configuration, and troubleshooting, both on-site and remotely, of District hardware and software at various District locations. Deploys network services and equipment.
2. Monitors and troubleshoots any server related problems and re-configures 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. Proposes and selects alternative solutions to technical problems in computer systems technology, including diagnosis and resolution of systems hardware/software problems. Provides input pertaining to new desktop system hardware/software selection and auxiliary equipment selection.
4. Provides technical assistance in the use of software including District encryption software and procedures.
5. Provides input for project plans for individual schools, secures project approval, allocates resources with assistance of the Manager of Information Technology, and monitors each plan for task completeness to ensure projects are kept on schedule and within budget.
6. Writes and maintains systems documentation and procedures.
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 District needs. Brings forward ideas and project innovations.
10. Assists with in-depth evaluation of new hardware/software.

11. 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, Operating Systems tests, and ITIL Foundations training.
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 computer equipment and supplies.
9. A valid B.C. Driver's license.

JOINT COMMITTEE MEMBER'S SIGNATURES:

	
	