

SCHOOL DISTRICT #42
Maple Ridge - Pitt Meadows

JOB DESCRIPTION

JOB TITLE: IT Help Desk Support Technician

DATE: JUNE 2021

Reviewed: November 2022

PAY GRADE:

LOCATION: District Education Office

SUMMARY: Reporting to the Manager of Information Technology, coordinates and carries out help desk services, providing computer desktop support and technical assistance to staff, students, and parents as the first point of contact for technical infrastructure problems. Installs and supports effective use of software and application products, provides general user account administration, and coordinates the flow of the help desk ticket queue for the IT Department.

DUTIES:

1. Provides front line help desk services including receiving, evaluating and scheduling requests for IT support. Troubleshoots computer software and hardware issues over the phone. Creates help desk tickets/work orders from phone and/or email requests for repair. Forwards requests to IT staff as necessary.
2. Oversees the ticket queue, ensuring the equitable distribution of work orders amongst technicians and tracks and maintains work order status to ensure timely completion. Escalates problems and coordinates resolutions, alerting other IT staff, manager, and outside service vendors as required.
3. Investigates, diagnoses, and resolves system problems related to networks, software, internet access, telephones, and hardware for District systems users. Provides help desk services via remote access to troubleshoot and support district staff on software use.
4. Provides account administration on various systems for staff, students and parents.
5. Installs, configures, and tests software for District system users. Provides end-user training in the use of district applications and provides ongoing support
6. Maintains the district's IT inventory through the importing, assigning, and retiring of district assets. Orders equipment, software, computers, parts, cellular phones, VOIP, etc. and follows up on orders, requirements, warranties, and other related documentation.
7. Assists the development team with maintenance, testing and support of in-house developed applications.
8. Identifies, tests, evaluates, and recommends new products, solutions, and services for suitability to District needs.
9. Creates and maintains IT documentation, including technical manuals and userguides and ensures they are accurate, up to date and properly distributed.
10. Tracks and reports on user needs and support requirements to identify and communicate trends.
11. Performs other assigned comparable duties within the scope of knowledge, skills and abilities required by the position.

REQUIRED KNOWLEDGE, ABILITY AND SKILLS:

1. Successful completion of Grade 12 plus completion of a two-year diploma in computer and information technology, as well as a recognized Help Desk designation, the ITIL Foundation Level certification, and a Quality Assurance Testing certificate.
2. Two years of related help desk experience, with solid skills operating enterprise Help Desk Software, as well as technical experience working with database systems, office programs, email systems support, servers and networks.
3. Strong knowledge of and proficiency with Windows/Macintosh operating systems and Microsoft Office Suite software including word processing, spreadsheet and database programs.
4. Excellent organizational skills combined with the ability to work under pressure with limited supervision.
5. Strong oral and written communication skills.
6. Sufficient physical strength to lift and handle computer equipment.
7. Demonstrated ability to work at the level of independence and with the degree of initiative appropriate to the position.
8. Demonstrated ability to communicate effectively and harmoniously with staff, students, parents, contractors and outside agencies.

JOINT COMMITTEE MEMBER'S SIGNATURES:

	
	