

COMPUTER TECHNICIAN II

PURPOSE:

This position is responsible for the setup and maintenance of school division computers, servers, printers, networking infrastructure and other microprocessor based equipment. This includes the installation of operating system and application software on workstations and servers, diagnosis, repair and replacement of malfunctioning hardware, assistance to end users, and general troubleshooting of wired and wireless networking issues. The skills and abilities are similar to those of a Computer Technician I, but at a demonstrated level of higher competence.

This position reports directly to the Computer Services Manager.

DUTIES AND RESPONSIBILITIES:

- ⇒ Set up and configure new computer workstations, printers, servers, and other peripherals including applicable system and operating software.
- ⇒ Follow technical services policies with respect to the procedure to be utilized in setting up computer hardware and software.
- ⇒ Follow proper procedures with respect to software licensing and respect of copyright.
- ⇒ Troubleshoot and diagnose malfunctioning hardware and software, making necessary repairs, or replacing defective systems as required. Repair and clean hardware as required.
- ⇒ Verify the correct operation of computer servers, including scheduled maintenance, verification of properly applied patches, testing of UPS systems and software, and backups.
- ⇒ Maintain proper documentation of inventory, hardware deployments, system and network updates, and other changes made to the division's hardware and software.
- ⇒ Collaborate with the division help desk to assist users in the proper utilization of authorized software.
- ⇒ Install, or assist with installation of, network cabling, switches, and wireless access points. Configure wireless access points for access by division computers.
- ⇒ Maintain clean interior and exterior of Technical Services vans. Record mileage records, keep track of scheduled maintenance on the vans and arrange for maintenance with garage personnel.
- ⇒ Comply with any and all applicable Board Policies, guidelines and practices, and legislation and regulatory requirements.
- ⇒ Perform other related duties as assigned.

QUALIFICATIONS:

EDUCATION, TRAINING & EXPERIENCE:

- ⇒ Typically the required knowledge, skills and abilities are obtained through successful completion of Grade 12 coupled with a diploma or certificate from an accredited and provincially recognized technical institution or university as approved by the Board of Education.
- ⇒ A working knowledge of Windows based computer, related peripherals, and networks acquired through a minimum 3 years experience doing computer maintenance and repairs in a business or institutional environment.
- ⇒ Certification or equivalent knowledge in both older versions and the latest versions of the Windows operating system.
- ⇒ Training or experience in working with other operating systems such as Linux.
- ⇒ Training or experience in additional areas of technical expertise, such as microwave point-to-point networking, computer scripting languages, Internet applications and web page development, computer programming, virtualization, etc.
- ⇒ A+ certification or equivalent knowledge in computer hardware and networking fundamentals.

REQUIRED LICENCES, CERTIFICATIONS & REGISTRATIONS:

- ⇒ Hold a valid driver's licence

KNOWLEDGE, SKILLS & ABILITIES:

- ⇒ Knowledge of and ability to operate within Board policies and procedures.
- ⇒ Ability to plan and organize his/her own short and long term schedule, prioritizing activities as required to maintain the most efficient operation of the division computers.
- ⇒ Ability to work independently with minimal on-site supervision demonstrating sound judgement and decision making skills to ensure quality of work meets expected standards.
- ⇒ Ability to learn new skills and motivated to be a self-directed learner.
- ⇒ Excellent knowledge of current technology and software associated with the duties and responsibilities of this position.
- ⇒ Ability to understand and carry out oral and written instructions.
- ⇒ Ability to maintain accurate records and documentation and provide recommendations to the Manager.
- ⇒ Ability to establish and maintain effective working relationships with all staff, students and the public demonstrating tact and diplomacy.
- ⇒ Ability to do medium work (exerting up to 25 kg. of force occasionally, and/or up to 10 kg. of force frequently, and/or up to 5 kg. of force constantly to move objects).
- ⇒ Ability to conduct oneself in a manner appropriate to an educational institution that provides services to children including demonstrating strict attention to confidentiality of school operations and student information.

ADDITIONAL INFORMATION:

- ⇒ A security background check including both a Criminal Record Check and a Vulnerable Sector check will be required.
- ⇒ Must participate in applicable safety training, work-related professional development, in-service, or courses of study. Annually will take either an on-line training course related to technology, or a scheduled class as appropriate.
- ⇒ Must participate in all Technical Services staff meetings.
- ⇒ A Computer Technician is expected to respect the confidential nature of the position by avoiding discussion about any topics that are not formally communicated to the public by the administration of the school or the school division.

CONCLUSION:

The duties and responsibilities listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the role expectations if the work is similar, related, or a logical assignment to the position.

The position description does not constitute an employment agreement between the Board of Education and the employee and is subject to change by the Board of Education as the needs of the Employer and requirements of the position change.

**SASKATCHEWAN RIVERS SCHOOL DIVISION EMBRACES THE FOLLOWING
VALUES AND BELIEFS:**

- **Everyone is a Learner**
- **Excellence for Every Learner**
- **Lifelong and Continuous Learning**
- **Health, Safety and Wellness**
- **Accountability, Honesty, Integrity and Respect**
- **A Positive, Healthy and Enjoyable Work and Learning Environment**
- **An inclusive and diverse workforce and student population**

Saskatchewan Rivers School Division Employees are expected to be exemplary role models at all times.