

SOFTWARE SUPPORT CLERICAL

PURPOSE:

This position is responsible for assisting computer users regarding software utilization, for providing administrative support for the Computer Services Department and for ongoing development of the school division web site.

This position reports directly to the Computer Services Manager.

DUTIES AND RESPONSIBILITIES:

- ⇒ Be the first point of contact with Technical Services for all users experiencing difficulty with the use of any hardware or software. Do preliminary troubleshooting to determine if the problem is software or hardware related.
- ⇒ Determine the appropriate action to take, if necessary in consultation with the manager of Technical Services, and assign work orders to other technical services employees.
- ⇒ Monitor the work order tracking system and notify the manager of any potential difficulties that may arise in the completion of work orders.
- ⇒ Maintain the inventory of original installation media for division software, and follow proper procedures with respect to software licensing and respect of copyright.
- ⇒ Maintain all computer accounts for division employees, creating accounts for new users, removing accounts for those no longer employed, assigning users to the proper security groups, and maintain and change user passwords.
- ⇒ Maintain and update the Saskatchewan Rivers School Division's corporate web site.
- ⇒ Maintain the inventory of all computers purchased by the school division.
- ⇒ 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 in secretarial training, with advanced training and certification in computer software applications.

REQUIRED LICENCES, CERTIFICATIONS & REGISTRATIONS:

KNOWLEDGE, SKILLS & ABILITIES:

- ⇒ Advanced working knowledge of Windows based software applications, including the Office suite, and the latest operating system user interface.
- ⇒ Working knowledge of current technology and software associated with the duties and responsibilities of this position.
- ⇒ 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.
- ⇒ Possess superior interpersonal, telephone, and client support skills.
- ⇒ Possess excellent organizational skills.
- ⇒ Ability to work in a challenging and fast-paced environment while maintaining composure when dealing with difficult clients.
- ⇒ Ability to work independently with minimal supervision demonstrating sound judgement and decision making skills to ensure quality of work meets expected standards.
- ⇒ Ability to problem solve effectively.
- ⇒ Ability to learn new skills and motivated to be a self-directed learner.
- ⇒ 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 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.
- ⇒ Software support personnel are 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.