Job Title	**Desktop Support Technician**
Department	Information Technology
Location	Terrace – School Board Office
Reports to	Information Technology Manager

Type of position:	Maximum Hours: 40 / week
☑ Full-time	☑ Unionized
☐ Part-time	☐ Exempt
☐ Contractor	
☐ Intern	

GENERAL DESCRIPTION

Provide frontline operational/ technical support services for multi-platform computer and network systems in a multi-site environment.

Install new hardware, software and network components for both educational and administrative users.

Recommend and implement major hardware and software replacement needs related to desktop computing.

Troubleshoot, repair, and maintain IT infrastructure components.

Perform regular site visits throughout the district to ensure local problems are resolved in a timely fashion.

TYPICAL DUTIES

- Answer Service Desk calls and respond to service tickets in a timely fashion,

- Configure and deploy new client computers as required,

- Troubleshoot and repair end-user problems including hardware, software, and network issues,

- Installation, configuration, and administration of various client applications,

- Perform regularly scheduled site visits, sometimes requiring overnight stays, to resolve service tickets and provide general user support,

- Documentation of process and procedure through written documents and diagrams,

- Project planning using generally accepted Project Management methodologies,

- Ensure support work is performed using generally accepted, standard service practices as specified for department, e.g. within an ITIL context.

ACADEMIC / WORK EXPERIENCE QUALIFICATIONS

- 2 years, preferably in an enterprise environment with such products and technologies as:

    - MS Windows client operating systems

    - Active Directory

    - Deployment and mass rollout of systems

    - Network fundamentals of switching and routing

    - Network cabling

- Excellent analytical, critical thinking, and problem solving skills

- Valid BC driver's license

- 2 year Post Secondary Diploma or Degree in Information Technology.

- Current Microsoft technical certification (MCTS) and/or current Cisco or HP network certification (CCNA). (Exceptional knowledge, ability, and experience will be considered in lieu of above.)

- Skill-testing exam(s) may be administered as part of the evaluation process.

REVIEWED BY	*Title*
APPROVED BY	*Title*