



Coast Mountains Board of Education School District 82

3211 Kenney Street, Terrace, BC V8G 3E9
Tel. (250) 635-4931 or 1-855-635-4931 • www.cmsd.bc.ca

Job Title	Helpdesk Support Analyst
Department	IT
Location	School Board Office
Reports to	Manager of Information Services

GENERAL DESCRIPTION

Provides computer and devices support and technical assistance to end users as the first point of contact. Installs and supports software and applications and provides user account administration.

TYPICAL DUTIES

- Investigates, diagnoses and resolves hardware, software, network, internet access and telephone issues.
- Escalates problems and manages resolutions.
- Designs and implements technical solutions.
- Provides account administration on various systems including email and telephone.
- Implements and maintains configuration of hardware and software systems for end users.
- Installs, configures and tests software.
- Provides end-user training and support for software applications.
- Maintains IT work order database and help desk ticket system.
- Assists with web sites maintenance and support.
- Assists with networks, networked computers, printers and servers support.
- Composes and maintains technical manuals, user guides and other documentation.
- Identifies, tests, evaluates and recommends new products, solutions and services.

ACADEMIC/WORK EXPERIENCE QUALIFICATIONS

- Grade 12.
- Two year diploma in computer and information technology.
- Two years experience working with data base systems, office programs, e-mail systems support, servers and networks.
- B.C. Class 5 driver's licence.

FOR CMSD:	Kiran Bath	<i>Title</i>	Director of Human Resources
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FOR CUPE:		<i>Title</i>	CUPE JEMC Representative
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