

COMPUTER TECHNICIAN

CUPE 2357 – level 4

CORE FUNCTION:

Under the direction of the Manager and Coordinator of Information Technology and the day-to-day supervision of the Principal, the Computer Technician is assigned to a high school to maintain hardware and software in a networked environment, including installation, configuration, repair, testing and support; and perform other duties, as assigned by the school based supervisor, in accordance with central Information Technology direction.

MAIN DUTIES:

Maintains the assigned high school's corporate hardware and software:

- diagnoses and fixes basic hardware problems
- up-dates the repair database
- maintains hardware component inventory
- ships and receives equipment
- installs, configures and tests hardware and software purchased by the school (pre-approved by Information Technology)
- clones workstations
- relocates hardware
- adheres to policies re: network security
- supports users
- takes direction from Information Technology staff on hardware and software purchases and system priorities and liaises with the LAN Support Specialist
- performs basic preventative maintenance on equipment
- monitors the school's single user network software licensing
- provides technical support to school staff on report card entry, etc.
- uses discretionary funds for minor purchases to repair and/or upgrade equipment
- maintains library computer on wheels for classroom presentations
- sets up shortcuts on the desktop
- disables, enables students accounts, as required
- arranges for the disposal of old computers
- resets accounts, as required
- maintains regular data backups of local servers
- maintains action log for workstations

Performs other duties, as assigned by the supervisor.

SUPERVISION OF STAFF:

There is no supervisory responsibility

QUALIFICATIONS:

- Secondary school graduation
- 2 years of Community college
- 1.5 years of related experience would be an asset
- Good knowledge of computer hardware and software, ex. Microsoft products, etc., diagnostic software, business software, Technician Hardware diagnostic tools, imaging and backup software
- Good technical problem solving skills
- Excellent organizational and interpersonal skills

Individuals who possess an equivalent combination of education and experience may also be considered.