

## HARDWARE TECHNICIAN #020

### CUPE 2357 – Level 6

#### **CORE FUNTION:**

Under the direction of the Manager of Information Technology – Administration, the LAN Support Specialist supports all computer hardware/software/printer and network issues within the Board (ex. schools, computer labs, McHugh schools, Trustees homes, etc.); performs preventative maintenance and repairs; performs network cable installations and troubleshooting; provides technical support; maintains up-to-date records and equipment inventories; and performs other duties, as assigned by the supervisor.

#### **MAIN DUTIES:**

Support and preventative maintenance of hardware/software/printers/network:

- evaluates reported equipment failure through consultation with end user, running of diagnosis software and/or use of digital multi-meter to determine cause of failure
- corrects problem through disassembly of unit and application of electronic and/or mechanical skill, as required
- tests unit to ensure correction of failure and satisfactory operational condition
- maintains equipment through regular cleaning, replacement or repair of peripheral parts (power cords, etc.), disk drive heads, monitors, etc.
- installs and maintains software and instructs users
- maintains the network via trouble shooting, replacing parts, providing instructional information and technical support
- repairs and performs preventative maintenance on all printers; orders parts, as required

Network cable installations and troubleshooting:

- installs cables and connectors, according to installation instructions
- tests and inspects equipment
- inspects pre-wire network jobs performed by external contractors
- provides instruction and equipment product information to end users by phone or written communication

Maintenance of invoice records and equipment inventories:

- verifies invoices against record of repairs
- checks inventory numbers on equipment for repair to ensure it is Board equipment

- collects and ensures correctness of all repair information and related documents prior to data input by secretary
- maintains logs of hardware problems and inventory
- receives shipments of computers, peripherals, printers and ensures all are accounted for and in good condition

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 in a related area
- 4 years of related experience
- Extensive knowledge of computer equipment and software packages, ex. diagnostic software, Smart Term, MS Office, Windows, ESIS, Mcafee virus scan, Norton System works, certification on HP laser printers
- Good technical problem solving skills
- Excellent interpersonal skills and organizational skills
- A valid driver's licence and use of a personal vehicle for travel to Board facilities is essential

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