

LAN SUPPORT SPECIALIST # 021

CUPE 2357 – level 6

CORE FUNCTION:

Under the direction of the Technical Support Team Supervisor, the LAN Support Specialist maintains academic software and hardware in a networked environment. Duties include computer hardware configuration and repair; installing new equipment; supporting the network; and installing and testing networked software and performs other duties, as assigned by the supervisor.

MAINT DUTIES:

Computer hardware configuration and repair:

- diagnoses hardware problems and fixes or replaces, as required
- maintains and updates repair database and component inventory
- advises supervisor on component purchases
- coordinates shipping/receiving of equipment

Installing new equipment:

- installs computer hardware
- ghosts and tests new workstations
- physically relocates hardware
- secures new workstations

Supports the network:

- configures network server hardware and software
- remotely accesses and maintains network servers configuration
- assures network security
- upgrades server software and hardware and troubleshoots operations
- provides client support via phone and e-mail

Installs and tests networked software:

- installs, tests, troubleshoots and secures networked software
- monitors and controls networked software licensing
- creates workstation images
- stays current in the field by taking courses, reading manuals, searching the Internet, etc.

Performs other duties, as assigned by the supervisor.

SUPERVISION:

There is no supervisory responsibility

QUALIFICATIONS:

- 2 year Community College diploma in a related field
- 4 years of related experience
- proficiency in MS Products, academic and diagnostic software, business software, Technician Hardware Diagnostic Tools, Server Software, etc.
- a valid driver's licence and use of a personal vehicle is essential
- excellent interpersonal, organizational and communication skills
- excellent technical diagnostic skills and ability to work independently

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