

Learning Technology System Technician

CUPE 2357 – level 6

CORE FUNCTION:

Under the direction of the Technical Support Team Supervisor, the LTST (Learning Technologies System Technician) maintains hardware and software of the Board in a networked environment, including installation, configuration, repair, testing and support; and performs other duties, as assigned by the supervisor.

MAIN DUTIES:

LTST may:

- Installs, configures and supports Board owned hardware and software
- Work on-site to support clients or work remotely from the Board Office
- Analyses, trouble-shoots and resolves hardware and software problems
- Maintains regular data backups of local servers
- Maintains hardware and software inventory
- Tracks school purchased single user / network software licensing
- Assists with the disposal of computers and peripherals
- Ships and receives equipment
- Performs basic preventative maintenance on equipment
- Makes data cables and maintain data drops
- Relocates computers and peripherals
- Create service tickets and update progress in Helpdesk
- Provides support to clients through telephone and electronic messaging systems
- Prioritises service requests
- Takes direction from supervisors on hardware and software purchases according to system priorities
- Liaises with Learning Technologies Support Specialists and Client Support Specialists
- Re-image Board owned desktop and mobile devices as required
- Distribute staff and student logins
- Disables, enables students accounts, as directed
- Stays current in the information technologies field by taking courses, reading manuals and researching using the internet, etc.

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 diploma in a related field
- 4 years of related experience
- Good knowledge of computer hardware and software, e.g. Microsoft products, diagnostic software, business software, diagnostic tools, imaging and backup software etc.,
- Ability to work independently and as part of a team
- A valid Ontario driver's license and use of a personal vehicle is essential
- Excellent technical diagnostic and problem solving skills
- Excellent organizational , interpersonal and communication skills

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