# COMPUTER SERVICES TECHNICIAN

**Division:** 2  (Maintenance)

**Reports to:**   Maintenance Supervisor

## Job Summary

With minimal direction, the Computer Services Technician designs, installs and maintains computer systems, networks and equipment for on and off site computer operations.  He/she is responsible for repair, selection planning and installation, servicing and extending of computer services.  He/she works cooperatively with other employees, students and the public.

## Duties and Responsibilities

- Acts as the first line repair source and contact person for repair, warranty, inventory and maintenance of all School District technology.
- Installs wiring, fibre, servers, workstations, routers, termination and end connections to create school, site and district networks.
- Supports and maintains school and client server data base, internal LANS, Wans and Internet access.
- Participates in design and installations of RF networks at site and district level.
- Liaises with internal and external resource people regarding more complex problems; provides feedback to vendors and users regarding the effectiveness of new technologies, desired enhancements and alterations.
- Participates in the maintenance of hardware and software inventory, site licenses and a technical library.
- Maintains work order system and statistics on the nature of support required for the development of training programs, cost management and service improvement.
- Works as a member of the technology support team, provides supervision and direction to casual help and/or an apprentice.
- Maintains current applicable knowledge of computer systems and software and participates in on and off site training.
- Maintains a clean and safe work area.
- Performs other related or emergent duties.

## Tools and Equipment Used

Multi meters, signal injectors and diagnostic software.

## Required Knowledge, Ability, Skills

- Technical school or college diploma in computer technology or an equivalent combination of training and experience.
- Over three years' up to and including four years of experience in networks and user support including the operation, maintenance and repair of microcomputer and peripheral equipment.

- Recognized certification and advanced levels of experience in the following areas:
  - Networking protocols which include Apple Talk, Ether Talk, Ethernet, TCP/IP and IPX/SPX;
  - Microcomputer operating systems which include MAC/OS, DOS, Windows 3.X, Windows 95, Windows NT, UNIX and Novell;
  - Internet applications which include E-Mail, the Worldwide Web, DNS List Servers, FTP Servers, Internet Explorer and Netscape;
  - Network applications such as Success Maker, Pathfinder and School Data Bases.
- Considerable knowledge and experience regarding the operation, maintenance and repair of microcomputer and peripheral equipment (i.e. printers, modems, scanners, etc.).
- Category 5 Certification (Telecommunications Wiring).
- Electrical Safety Branch Low Voltage Certificate.
- Completion of Grade 12.
- Ability to work for extended periods under high levels of stress while meeting service expectations and production deadlines.
- Ability to concentrate, focus and use analytics skills to solve complex technology and software problems.
- Ability to communicate effectively, both orally and in writing using courtesy and tact in the explanation of and discussion of information with clients, suppliers and other staff.
- Ability to identify user needs and make recommendations which will resolve the needs either directly or through referral.
- Ability to demonstrate to and teach selected technology users.
- Advanced system management and operations skills.
- Ability to take initiative and act independently on a number of projects.
- Ability to plan and schedule work and organize workloads effectively.
- Ability to read and interpret plans and schematics applicable to the trade.
- Ability to follow written and oral instructions.
- Ability to assist in the preparation of written procedure and instruction manuals.
- Ability to work within a group setting/environment or independently as the situation necessitates.
- Ability to work in confined spaces and at heights.
- Knowledge of health and safety procedures, including Workplace Hazardous Materials Information System and Workers= Compensation Board regulations.
- A valid B.C. Class 5 driver's licence.