# COMPUTER SERVICES – Support Technician

**Division:** 2 (Maintenance)
**Reports to:** IT Manager

## Job Summary

With minimal direction, the Computer Services - Support Technician designs, installs and maintains computer systems, networks and equipment for on and off site computer operations. He/she is responsible for repair, installation, & maintenance of computer workstations as well as providing technical support for school district staff and students.

## Duties and Responsibilities

- Installs, configures, and supports computer workstations, laptops, tablets and peripherals.
- Services and repairs computer workstations and laptops.
- Provides basic computer troubleshooting and support, including supporting office software, educational programs, printing, networking, email, and backups.
- Participates in the maintenance of hardware and software inventory, site licenses and a technical library.
- Ensures computer systems are compliant with computer security policies.
- Maintains accurate information in a work order system and responds to requests according to a service level agreement.
- 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 IT systems and industry standards. Participates in on and off site training as necessary.
- Maintains a clean and safe work area.
- Performs other related or emergent duties.

## Tools and Equipment Used

- Electronic repair tools and Diagnostic software.
- Basic hand tools & electric drills.

## Required Knowledge, Ability, Skills

- Technical school or college diploma in computer technology or an equivalent combination of industry certifications and experience.
- Three years of experience in desktop support including the operation, maintenance and repair of computer and peripheral equipment.
- Recognized certification such as CompTIA A+, Microsoft MTA, Apple ACMT.
- Working knowledge of Windows operating system, Windows Server 2016/2012, computer networking concepts, Microsoft Office Suite, Adobe Creative Cloud Suite.

- Considerable knowledge and experience regarding the operation, maintenance and repair of desktop computers, laptop computers, tablet computers, peripherals and accessories
- 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.
- 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.

Originated:  April 2019
Reviewed: March 2020

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