



DESKTOP SUPPORT SPECIALIST

JOB DESCRIPTION | JUNE 2024

NATURE AND SCOPE OF WORK

Reporting to the Director of Information Technology and Systems Analyst Team Lead, the Desktop Support Specialist is responsible for supporting information systems at the district and school level and providing desktop support and technical assistance to staff and students.

SPECIFIC RESPONSIBILITIES

- Install, configure, service or assist with a variety of district computer equipment, including workstations, telephones, printers, software, virtual environments, network equipment and other peripheral devices.
- Assist and provide guidance to school district employees with the operation and use of computers and related software.
- Provides software support which may include analysis, design, implementation, administration, and configuration of server, desktop/laptop, and tablet/mobile environments.
- Provides customer support and troubleshooting software issues.
- Assist and provide guidance to outside vendors or consultants.
- Assist with inventory maintenance of inventory of consumable items and replacement parts for the repair of computer equipment and peripheral devices.
- Triage and escalates tickets as well as problems and manages outcomes and resolutions.
- Assists in device rollouts for students and other district programs.
- Provides second level support on computer hardware and software issues on Microsoft, IOS, Android and Apple platforms.
- Develops and maintains appropriate records and documentation as required.
- Gives advice, guidance, and mentorship to other employees.
- Assists with and provides input on technology plans, standards, service-level agreements, and training requirements.
- May assist, manage, or troubleshoot other technologies such as virtual systems, printing, databases, programming, network, and video surveillance systems etc.
- Provides technical advice for evaluation, planning, and implementation of existing or proposed information technologies and user requirements for the collection, processing, analysis and reporting of data and information.
- Manages and maintains staff and student devices using mobile device management (MDM) and Endpoint Manager (Intune).
- Liaises with the ministry, district managers, school administrators, site contacts and outside agencies on technical and software issues.

SPECIFIC RESPONSIBILITIES

- Follow proper health, safety and wellness work procedures.
- Demonstrate initiative, flexibility, and the ability to work well with others.
- Perform other duties as assigned.

QUALIFICATIONS (Required Knowledge, Skills and Abilities)

- Two-year post-secondary diploma in computer technology or equivalent combination of education and experience.
- A minimum of two to three years current experience troubleshooting in an enterprise network environment including supporting a variety of hardware, software and network systems is preferred.
- Strong competence with Microsoft systems (Office/O365, Exchange, Windows, Azure and Active Directory).
- Networking knowledge, including: experience with troubleshooting Microsoft, Network and VMware environments, strong understanding of TCP/IP, good understanding of routers and switches.
- Experience with installing and configuring computer hardware and workstations.
- Highly organized, detailed, and multi-task oriented, with the ability to balance priorities.
- Microsoft, VMware, and Cisco certification will be considered an asset.
- Demonstrates initiative, flexibility, and the ability to work well with others.
- Strong verbal and written communication skills.

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- Two-year post-secondary diploma in computer technology or equivalent combination of education and experience.
- Valid Class 5 BC Driver's License with reliable transportation.
- A clear Criminal Record Check to be updated every five years.

RELATIONSHIPS

- Frequent interaction with other school district employees; may have contact with the public, parents, and students.
- Liaise with outside vendors as required.

REPORTING STRUCTURE

- Reports to the Director of Information Technology and System Analyst Team Lead.

THE FOLLOWING COMMITMENTS ARE ESSENTIAL TO ALL POSITIONS WITHIN CAMPBELL RIVER SCHOOL DISTRICT

- Commitment and adherence to workplace policies, procedures and practices.
- Commitment to standards of conduct, including behaving in a manner that is: respectful, professional, team-oriented, collegial, collaborative, ethical, honest, and trustworthy.
- Commitment to understand and implement the Truth and Reconciliation Calls to Action and the Declaration on the Rights of Indigenous Peoples Act.

CLASSIFICATION

- This position's classification is IT Technician and has a pay rate in accordance with Schedule A of The Canadian Union of Public Employees – Local 723 Collective Agreement.