



# SENIOR HELP DESK SUPPORT SPECIALIST

JOB DESCRIPTION | JUNE 2024

## NATURE AND SCOPE OF WORK

Reporting to the Director of Information Technology and System Analyst Team Lead, the Senior Help Desk Support Specialist is responsible for supporting information systems at the district and school level. The primary job function is client support, including second level support for the Help Desk including remote diagnostic and troubleshooting of software, hardware, and peripheral devices.

## SPECIFIC RESPONSIBILITIES

- Investigates, diagnoses, and resolves hardware, software, network, internet access and telephone issues.
- Installs and services a variety of district computer equipment, including workstations, telephones, printers, and other peripheral devices.
- Provide first and second level support on computer hardware and software issues on Microsoft, IOS, Android and Apple platforms.
- Manages and maintains district iPad fleet including district deployment of apps through structured groups.
- Assists school district employees with the operation and use of computers and related software.
- Triage and escalates tickets as well as problems and manages outcomes and resolutions.
- Assists in device rollouts for students and other district programs.
- Ensures the timely recording, tracking and escalation of end-user technical problems and requirements received via telephone, email or in-person including maintaining an IT work order database and help desk ticket system.
- Provides secondary level coverage for help desk and help desk duties.
- Manages procurement and distribution of SD72 cell phones and provisions plans as well as configuration of these devices.
- Maintains an inventory of consumable items, replacement parts, computers, projectors, network equipment, cell phones, iPads, and all IT managed devices.
- Assists in configuration of the Information Technology Service Management (ITSM) system including ensuring all assets are recorded and maintained accurately within the CMDB
- Liaises with the Ministry, district managers, school administrators, site contacts and outside agencies on technical and software issues.
- Assists users via remote troubleshooting.
- Assists with MDM and Endpoint Manager.
- 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.
- Minimum of two to three years current experience troubleshooting in a networked environment.
- Minimum of one year of experience in supporting a variety of hardware, software and network systems is preferred.
- Strong competence with Microsoft systems (Office/O365, Microsoft Access, Exchange, Windows, Azure and Active Directory).
- Experience with installing and configuring computer hardware and workstations.
- Highly organized, detailed, and multi-task oriented, with the ability to balance priorities.
- Strong verbal and written communication skills.
- Demonstrates initiative, flexibility, and the ability to work well with others.

## **REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS**

- Two-year post-secondary diploma in computer technology or equivalent.
- 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 school district employees; may have contact with the public, parents, and students.
- Liaises 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.