



HELP DESK SUPPORT SPECIALIST

JOB DESCRIPTION | JUNE 2024

NATURE AND SCOPE OF WORK

Reporting to the Director of Information Technology and Systems Analyst Team Lead, the Help Desk Support Specialist is responsible for supporting information systems at the district and school level. The Help Desk Support Specialist is the first point of contact for users experiencing technical issues.

SPECIFIC RESPONSIBILITIES

- Maintains help desk ticket system; enters incidents, service requests and problems.
- Ensures timely recording, tracking, and escalation of end-user technical problems and requirements received via IT Ticketing system through telephone, emails or in person.
- Triage and escalates tickets as well as problems and manages outcomes and resolutions.
- Provides first level support on computer hardware and software issues on Microsoft, IOS, Android and Apple platforms.
- Monitors network systems for outages and reports to team members.
- Identifies trends for further investigation including network, security, and software level issues.
- Performs repairs, upgrades, and OS reinstalls on desktops, laptops, tablets, and phones.
- Develops and maintains appropriate documentation and records.
- Provides new devices for staff members, student carts and other programs.
- Assists school district employees with the operation and use of computers and related software.
- Maintains fleet of loaner equipment including laptops, projectors, and AV equipment.
- Manages procurement and distribution of SD72 cell phones and provisions plans as well as configuration of these devices.
- Monitors IT calendar for upcoming renewals and preventative/scheduled tasks and escalates as required.
- Manages and signs in/out district devices with inventory management software.
- Manages stock, procurement, and deals with warranty shipments.
- Follow proper work procedures and observe all regulations pertinent to the work.
- Assists other technicians on projects as required.
- Other duties as assigned.

QUALIFICATIONS (Required Knowledge, Skills and Abilities)

- Certificate or diploma in computer technology or related area.
- One year of recent experience within the information technology industry in a support or help desk capacity.
- Strong competence with Microsoft systems (Office/O365, Microsoft Access, Exchange, Windows, Active Directory).
- Competent configuring IOS, Apple and Android systems.
- Experience with repairing, installing, and configuring computer hardware and software.
- Highly organized, detailed, and multi-task oriented, with the ability to balance priorities.
- Strong verbal and written communication skills.
- Excellent customer service skills with an ability to interact in a friendly and professional manner.
- Demonstrates initiative, flexibility, and the ability to work well with others.
- Strong problem-solving and troubleshooting skills coupled with a willingness to learn.

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- Certificate or 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 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 II and has a pay rate in accordance with Schedule A of The Canadian Union of Public Employees – Local 723 Collective Agreement.