POSITION TITLE:

INFORMATION TECHNOLOGY SERVICE TECHNICIAN

Reports to: Supervisor of Technology

Function/Purpose:
To provide hands-on operational technology support for schools, facilities, and departments across the Division. The IT Service Technician supports the reliable and effective use of instructional, administrative, communication, and operational technology through onsite and remote support, first-level troubleshooting, deployments, remediation, documentation, and assigned portfolio responsibilities.

General Description:
Under the direction of the Supervisor of Technology, the IT Service Technician provides onsite and remote technical support to assigned schools, facilities, and departments. The position supports the day-to-day operation of technology used for instruction, administration, communication, security, and divisional operations. This position is execution-focused and includes troubleshooting, equipment deployment, endpoint support, service request resolution, remediation activities, asset documentation, and user support. The IT Service Technician works within approved standards, procedures, and direction established by the Supervisor of Technology, System Administrator, and Network Administrator.

In addition to general support duties, IT Service Technicians may be assigned operational portfolio responsibilities such as Audio-Visual Operations, Security and Identity Operations, or Network and Telephony Operations.

Required Education, Knowledge, Qualification and Experience:

- Post-secondary education in information technology, computer systems, networking, or a related field is preferred. An equivalent combination of relevant education, training, and experience may be considered.
- Practical knowledge of computer hardware, operating systems, software applications, peripherals, networking fundamentals, and common instructional and administrative technologies.
- Experience providing onsite or remote technical support, troubleshooting technology issues, deploying equipment, and documenting completed work.
- Knowledge of information security, privacy, confidentiality, and appropriate handling of divisional information.
- Experience supporting technology in a multi-site environment would be considered an asset.
- Ability and willingness to develop specialized knowledge related to an assigned operational portfolio.
- A valid driver's license and a good driving record.

Required Skills and Abilities:
Demonstrated capability and performance in the areas of:

- Ability to effectively diagnose, troubleshoot, and resolve technical issues involving hardware, software, endpoints, connectivity, printing, audiovisual technology, and user access.
- Ability to install, configure, deploy, maintain, and validate technology equipment and software in accordance with established standards and procedures.
- Ability to do Medium Work (exerting up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects).
- Be prepared to work other than during regular hours as needed.
- Ability to organize and prioritize multiple service requests, assigned locations, projects, and portfolio responsibilities based on urgency and operational impact.
- Ability to work independently, exercise appropriate judgement, take initiative, and be accountable for the quality and completion of assigned work.
- Ability to recognize issues outside the position's technical scope or authority and escalate them appropriately.
- Ability to understand and follow technical standards, procedures, security requirements, change direction, and established escalation processes.
- Ability to maintain accurate service records, asset information, technical documentation, inventories, and other required records.
- Ability to communicate technical information clearly and effectively, both verbally and in writing, and adapt explanations to the technical understanding of the user.
- Excellent interpersonal, communication, and customer-service skills, including the ability to work effectively and respectfully with staff, students, administrators, IT staff, vendors, and service providers.
- Ability to collaborate effectively with others while also working independently with limited direct supervision.
- Ability to adapt to changing priorities, incidents, outages, operational demands, and work across multiple locations.
- Ability to exercise discretion and appropriately handle confidential, sensitive, security-related, and operational information.
- Ability and willingness to continually develop technical knowledge and skills as technology, security requirements, and assigned portfolio responsibilities evolve.

Required Personal Characteristics:
- Trustworthy and respectful
- Approachable and accessible
- Flexible and collaborative

Supervision:
The IT Service Technician will not generally be required to supervise employees but may provide task direction, technical guidance, or mentorship to IT Assistants, interns, work experience students, temporary staff, or other personnel supporting approved IT activities.

Working Conditions:
- Will be required to work on feet for long periods of time.
- Occasional lifting of heavy items, carrying, pushing, and pulling goods.
- Occasional overhead lifting.

General Duties:
- Provide scheduled and responsive onsite technical support to assigned schools, facilities, and departments.
- Respond to remote service requests and technical support issues using established service management processes.

- Diagnose and resolve common hardware, software, endpoint, connectivity, printing, audiovisual, and account-access issues.
- Provide technical guidance and user support related to approved technologies and established procedures.
- Escalate recurring, systemic, architecture-related, policy-related, or advanced technical issues to the appropriate administrator or supervisor.
- Install, configure, deploy, replace, maintain, and validate approved technology equipment, software, and peripherals.
- Support equipment refreshes, technology deployments, installations, minor renovation work, and approved operational projects.
- Perform approved software installations, removals, driver updates, patching, configuration changes, and remediation activities.
- Verify that equipment and services operate correctly following installation, repair, replacement, configuration, or remediation.
- Support the installation, maintenance, and operational use of approved network, telephony, audiovisual, classroom, and related technology equipment within the scope of the position.
- Assist with cabling, patching, equipment replacement, endpoint connectivity, classroom technology, presentation systems, and related infrastructure.
- Assist with technical and security-related investigations as directed.
- Perform approved containment, remediation, recovery, or validation activities related to technology and security incidents.
- Collect and document observations, actions, technical information, and timelines to support investigation, troubleshooting, and escalation.
- Follow established security, privacy, incident-response, change-management, and communication procedures.
- Maintain accurate asset, inventory, service, deployment, infrastructure, and technical records.
- Update Asset Planner and other approved systems following deployments, transfers, repairs, replacements, and disposals.
- Maintain required diagrams, labels, work notes, deployment records, inventories, and other operational documentation.
- Ensure assigned work and documentation are completed accurately and in a manner that supports operational continuity, accountability, and future technical support.
- Perform assigned division-wide operational portfolio responsibilities, which may include Audio-Visual Operations, Security and Identity Operations, or Network and Telephony Operations.
- Perform monitoring, first-level investigation, troubleshooting, remediation, maintenance, validation, documentation, and escalation activities related to assigned portfolio responsibilities.
- Develop and maintain operational knowledge and documentation related to assigned portfolio responsibilities.
- Provide cross-coverage and assistance to other technicians, schools, facilities, and portfolio areas as operational needs require.
- Communicate clearly and professionally with staff, students, administrators, IT staff, vendors, service providers, and other stakeholders.
- Coordinate onsite work with school administration or designated staff while maintaining accountability to the Supervisor of Technology.
- Participate in required meetings, training, professional learning, projects, and service-improvement activities.
- Maintain current technical knowledge and participate in ongoing learning related to technology, cybersecurity, operational practices, and assigned portfolio responsibilities.
- Comply with applicable legislation, Board policies, administrative procedures, departmental standards, confidentiality requirements, and established IT procedures.
- Obtain appropriate authorization for overtime and other work requiring prior approval.
- Perform other related duties consistent with the purpose and scope of the position.

Ordering Materials:

The IT Service Technician may identify and recommend materials, parts, or equipment required for approved repairs, alterations, deployments, or operational work. Purchases must receive appropriate approval and be processed in accordance with divisional purchasing procedures and departmental direction. The IT Service Technician is required to discuss purchases with the Supervisor of Technology.

Judgement, Independence & Client Contact:

- **Confidentiality**
  - An IT Service Technician is expected to respect the confidential nature of the position by avoiding discussion of any topics that are not formally communicated to the public by the administration of the school or the school division. Information regarding a student, staff member or board member must not be discussed in public or with any person not authorized to receive that information. Exchange of personal information within the system shall be on a "need to know" basis. Breaching confidentiality is a serious violation of acceptable conduct and is grounds for disciplinary action up to and including termination of employment with the Board of Education.

- **Independence**
  - The IT Service Technician is expected to work independently, take initiative and be responsible for quality of assigned work.

- **Working Jointly with Other Staff on Common Assignments or Tasks:**
  - This position involves working jointly with other staff, teachers and school-based administration on a daily basis.

New appointees will undergo a ten (10) month probationary period.

Mission: Laying the foundation for success.

Vision: One student at a time.

Revised: August 2007
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Director Approved: November 16, 2026