

**POSITION TITLE:**

**IT SERVICE TECHNICIAN**

**Reports to:** Supervisor of IT

**Function/Purpose:**

To provide a high level of support for technology in the Division.

**General Description:**

Under the guidance of the Supervisor of IT, the technician will provide support to assure the effective and efficient use of technology for administrative purposes as well as an instructional tool. Duties and responsibilities will vary from site to site depending upon the installation and the knowledge, training and experience of the users. This position will involve some training for technology users.

**Required Education, Knowledge, Qualification and Experience:**

- A wide range of experience and knowledge of technology and its applications.
- A post-secondary degree or diploma from a recognized program will be an asset.

**Required Skills and Abilities:**

Demonstrated capability and performance in the areas of:

- Excellent interpersonal skills, accessibility and patience.
- Ability to organize, make appropriate decisions and work without direct supervision, but under the direction of the Supervisor of IT.
- Ability to follow and provide clear and concise written and verbal instruction.
- Ability to recognize the condition of the equipment and software with respect to the needs of the users.
- Ability to determine and provide effective and efficient direction regarding program usage, set up of the equipment, and its maintenance.
- The ability to communicate and cooperate with others is essential.

**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.

**General Duties:**

- Be willing to engage in lifelong learning with respect to training, inservice and courses of study.
- Conduct oneself in a manner appropriate for an individual employed by an educational system that provides services to children.
- Deal tactfully with staff, students, administration and the public.

- Be knowledgeable and supportive of applicable Board policies.
- Participate in meetings of the technology committee as required.
- Report to, advise and discuss, with the Principal, the nature of the work to be undertaken in the school on each visit.
- Attend inservices and training as required.
- Provide inservice for staff as required.
- Keep required records.
- Adhere to the Division “code of ethics”.
- Comply with all applicable laws and Board policies.
- Obtain authorization for overtime from the Technology Coordinator.
- Other duties as assigned from time to time.

**Ordering Materials:**

Under the direction and advice of the Supervisor of IT, the IT Service Technician may purchase necessary materials and fixtures for approved repairs or alterations. For this purpose purchase orders shall be issued to the supplier.

**Judgement, Independence & Client Contact:**

- Confidentiality
  - The 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 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.
- 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, 2015

Director Approved: August 14, 2007