

TITLE: INFORMATION TECHNOLOGY ASSISTANT

#127

SECTION: Information Systems Department

REPORTS TO: Manager, Information Systems

SUMMARY

Under the general direction of the Manager, Information Services, or delegate, provides information technology assistance at school sites.

DUTIES

1. Resolves problems on computer systems at the assigned school.
 2. Assists IT teachers and Information Systems (IS) staff with installation, configuration, troubleshooting and testing of computer systems and application software and hardware for workstations and network servers
 3. Assists IT teachers and IS staff with system and network administration duties including performing regular system backup procedures, user creation and user maintenance.
 4. Perform troubleshooting and resolution of network issues excluding the configuration of managed network devices.
 5. Modular replacement of computer components such as memory, hard drives, DVD drives and expansion cards.
 6. Perform troubleshooting and resolution of server based problems excluding the repair, installation or configuration of server operating systems.
 7. Assists with the preparation and maintenance of IT asset and reference information for installations, configurations, user manuals, procedures and other pertinent documentation and records
 8. Assists with the acquisition and maintenance of IT equipment and consumables
 9. May, under the guidance of a Systems Support Specialist, build lab images.
 10. May, on occasion, be required to travel to other schools to assist the IS staff with problem resolution, deployment or other related IS duties.
 11. May, on occasion, be required to perform other related duties as assigned.
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QUALIFICATIONS

- High school graduation or equivalent.
- Minimum of one year post-secondary education in IT-related topics from an accredited college
- Certification as a Microsoft Certified Product Specialist including three core exams
- Minimum of one-year entry level recent experience supporting Microsoft Windows/DOS compatible computers, peripherals, and system and application software in local area network environments such as Microsoft Networks/Windows NT, Novel Netware
- A+ Certification or equivalent.
- Demonstrated ability to learn and adapt quickly without significant formal training
- Demonstrated ability and aptitude to work with detail, precision and accuracy
- Demonstrated good interpersonal, communication and teamwork skills
- Demonstrated ability to establish and maintain respect for and from students
- Demonstrated ability to organize, prioritize and meet workload deadlines with a minimum of supervisions
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