
SUMMARY

Under the general direction of the Systems Applications Specialist II or designate, for all users of the District's computing and information systems, provides support and assistance, development and training, designs specialized procedures as required, maintains the security of access and the integrity of financial and confidential information, travelling to district schools and worksites as necessary.

DUTIES

1. Provides technical support to users of District information systems and general application software through investigation, problem solving, and solution development; performing appropriate modifications or recommending corrective actions at locations throughout the District.
2. Develops, organizes and conducts training of District staff, individually and/or in groups, in the use and operation of student and financial information systems, computer peripherals, operating systems, and office automation software such as word-processing, database, spreadsheet, publishing, communications software, including internal electronic mail system.
3. Assists with researching products and services to improve office efficiency and tests, evaluates and installs new versions of application software and general software for District information system and application users.
4. Assists with the design and development of specialized computer reports (generate as required), programs and statistics as requested by District users including school administrators and secretaries, senior management, other staff, government ministries and outside agencies, within the guidelines of the *Freedom of Information and Protection of Privacy Act*.
5. Performs procedures to transmit student information for critical District data reporting to the Ministry of Education.
6. Assists with the maintenance of access security details for system users; performs daily central system data backup procedures.
7. Assists with the development and maintenance of software documentation and District user instruction manuals for District information systems and applications.
8. In the absence of the HelpDesk/System Operator position, performs all of the related duties.
9. As required, liaises with District and Ministry of Education staff, hardware and software vendors and prepares, conducts and participates in internal and external meetings as necessary.
10. Directs and coordinates staff for special projects or in training sessions and directs, advises and assists other staff as required.

May, on occasion, be required to perform other related duties as assigned by the Coordinator or designate.

- High school graduation plus a minimum of one year post-secondary education in a computer-related discipline from an accredited college, including computerized office management training.
- Certification as a Microsoft Office User Specialist (MOUS) is preferred, or an equivalent combination of training and experience.
- Three years of recent experience in the following areas:
 - supporting and instructing in Microsoft Windows computer and peripheral complex network and remote terminal environments;
 - creating and administering user profiles, including security and access permissions, and performing system backups in Microsoft and OpenVMS networks;
 - supporting sophisticated multi-user centralized student and financial information systems;
 - or, an equivalent combination of training and experience.
- Demonstrated ability to organize, prioritize and meet workload deadlines with a minimum of supervision.
- Demonstrated ability to learn and adapt quickly without significant formal training
- Excellent interpersonal and group communication skills
- Aptitude to work with detail, precision and accuracy
- Ability to maintain the confidentiality of sensitive information seen or heard
- Valid BC Class 5 driver's license

