

TITLE: SYSTEM SUPPORT SPECIALIST
SECTION: Information Systems Department
REPORTS TO: Information Systems Manager

#052

SUMMARY

Under the general direction of the Information Systems Manager or delegate, assists technology users at District sites by identifying and resolving software and hardware technical problems; install, configure, troubleshoot, test and maintain computer system and application software and hardware in diverse computer network environments throughout the District while protecting the integrity and confidentiality of school and administrative information.

DUTIES

1. Assist technology users at District sites with problem solving to determine source of software or hardware problems and perform appropriate repairs or modifications as necessary while protecting the integrity and confidentiality of District information.
 2. Install, configure, troubleshoot and test computer systems software and hardware for workstations and network servers.
 3. Install, configure, troubleshoot and test computer application software in curriculum and administrative settings.
 4. Assist with planning, estimating and recommending of technology changes and improvements to maximize the efficient and effective application of technology and associated systems and facilities.
 5. Assist with the development and implementation of system management and security policies and procedures as required.
 6. Prepare and maintain reference libraries for all installations, configurations, user manuals, procedures and other pertinent documentation and records as required.
 7. Liaise with students as required, and with school-based and District staff to articulate, troubleshoot, and resolve technology troubles.
 8. Design and develop computer software utilities as required.
 9. Direct, advise or assist other District staff or students as required.
 10. May on occasion, be required to perform other related duties as assigned.
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QUALIFICATIONS

- High school graduation or the equivalent.
- Minimum of two years post-secondary education in computer related disciplines and/or two year certification from an accredited institute.
- Substantial completion of the Microsoft Systems Engineer Certification and the Certified Network Engineer program.
- Minimum of three years experience supporting Microsoft Windows/DOS compatible systems, peripherals, applications in local area network environments or an equivalent combination of training and experience.
- Familiarity or experience with Digital OpenVMS and PATHworks computer systems.
- Demonstrated ability/aptitude to work with detail, precision and accuracy.
- Demonstrated ability to organize, prioritize and meet deadlines with minimum of supervision.
- Ability to maintain the confidentiality of information seen or heard.
- Good interpersonal and communication skills.
- Valid Class 5 BC Driver's licence.
- Physical capability to perform the job duties.