

JOB IDENTIFICATION:

Software and Data Services Technician

JOB SUMMARY:

Under the supervision of the Secretary-Treasurer and the direction of the Operations Foreman and the Technology Coordinator, provides technology support for all District sites.

DUTIES AND RESPONSIBILITIES:

01. Provide helpdesk, training and software support for various software packages including Microsoft, BCeSIS, GroupWise and Willocks
02. Create and maintain users security roles and passwords in GroupWise, Netware, BCeSIS and Willocks
03. Assist secondary schools in proper course setup and scheduling procedures as per the Ministry Graduation Program Requirements
04. Assist in managing local and wide area networks
05. Assist with deployment of network services such as Zenworks and iFolder
06. Provide data collection and analysis services
07. Provide software support for all district computers
08. Install and maintain software for district computers and related technologies
09. Install and maintain client/server distributed applications
10. Assist in projects at various district sites
11. Other duties as assigned
12. Travel to all district sites

QUALIFICATIONS:

01. Certification and/or coursework in Netware, Microsoft and BCeSIS systems and software
02. Demonstrated expertise with Novell Netware, Unix, and Windows operating systems, and mainstream software (MS Office, Explorer etc.)
03. Excellent troubleshooting skills and strong organizational ability
04. Demonstrated ability to convey technical information in a clear and effective manner in both written and oral form
05. Strong interpersonal skills, with the ability and desire to work collaboratively in the school environment
06. Valid BC Class 5 driver's licence