

Holy Trinity Catholic School Division No. 22

Position Title: Computer Technician 2 (Network Analyst)

Reports to: **Directly:** Program Supervisor of Technology
Indirectly: Superintendent of Human Resources

General Description:

The Computer Technician 2 is responsible for the second level installation, support and maintenance of all computerized equipment in the division.

Required Education, Knowledge, Qualifications and Experience:

- A diploma or certificate in computer technology and/or certification in Cisco network support or Solaris/Unix/Linux. The candidate should also have two to five years of direct related experience, and/or a suitable combination of education and experience.
- A working knowledge of networks, Windows and Unix based workstations and servers.
- Ability to diagnose problems related to informational technology and recommend solutions.
- Holds a valid drivers license.

Catholicity:

The Technician 2 shares the Division's Mission to "Create Hope by fostering learning and honoring diversity". This shall be done by promoting the Catholic Christian Gospel values of hospitality, service, community and stewardship. As well, the Technician 2 will demonstrate adherence to the Guiding Principles of the Division: Catholicity, Stewardship, Learning, Inclusiveness, Empowerment and Celebration.

Required Skills and abilities:

- Ability to learn new skills as technology evolves.
- Ability to monitor, repair and make strategic decisions on an evolving network.
- Possess excellent trouble shooting skills.
- Be prepared to work independently with minimal supervision and manage time efficiently.
- Possess excellent interpersonal and communication skills.
- Ability to prioritize multiple demands.
- Display a positive attitude.
- Ability to do medium work (exerting up to 50 lbs of force occasionally, and/or up to 20 lbs of force frequently, and/or up to 10 lbs of force constantly to move objects).
- Ability to maintain strict confidentiality with respect to school division operations.

Supervision of Staff:

This position does not involve the supervision of staff.

Duties and Responsibilities:

Without restricting the generality of the description above, the Computer Technician 2 shall perform such duties and responsibilities as may be assigned including, but not restricted to the following:

1. Be willing to engage in lifelong learning with respect to training, in-service and courses of study.
3. Conduct oneself in a manner appropriate to an educational institution that provides services to children.
4. Assist with help desk activities, identifying and resolving routine hardware and software problems.
5. Deal tactfully with staff, students and the public.
6. Maintain inventory control of division devices, recording of serial numbers, locations of these devices and controlling the warranty/repair process.
7. Testing and evaluating monitors, workstations and cabling.
8. Maintaining a backup of the file servers in the division.
9. Cleaning and routine maintenance of computerized equipment.
10. Troubleshooting common network problems.
11. Maintaining and developing webbiest for the division, assisting with community projects under the guidance of the Program Supervisor of Technology.
12. Working in a team to design and develop online applications.
13. Assist in maintaining user accounts and troubleshooting access problems.
14. Performing other duties as may be assigned from time to time by management.

Judgment, Independence and Client Contact:**• Confidentiality**

At no time should the Computer Technician 2 discuss in public information pertaining to a student or staff member. A Computer Technician 2 is expected to respect the confidential nature of their position by avoiding discussion about any topics that are not formally communicated to the public by the administration of the school or school division. Breaching confidentiality is a serious violation of acceptable conduct.

• Independence

A Computer Technician 2 is expected to work independently and take initiative.

• Working Jointly with Other Staff on Common Assignments or Tasks

This position involves working jointly with teachers, support staff, students, and school-based administration on a daily basis.

Responsibility for Quality of Assigned Work:

The employee receives only occasional general supervision and is solely responsible for the quality of the assigned work. The availability of computers to assist instruction and research by students and the efficient relay of timely information is dependent on the quality of the work.