**BOARD OF EDUCATION
Saskatoon Public School Division No. 13**

**POSITION DESCRIPTION**

**Position: SYSTEM SUPPORT TECHNICIAN**

**Immediate Supervisor: SUPERVISOR, TECHINICAL OPERATIONS AND SUPPORT (IS)**

**Core Function:**

Under the general supervision of the Supervisor, Technical Operations and Support, the System Support Technician will be responsible for providing technical support for the computers, peripherals and network systems used in the school division.

**Duties and Responsibilities:**

1. Installs, tests and evaluates computer hardware/software, server hardware/software and related peripheral devices.
2. Assists in the design/implementation of local area network systems.
3. Assist as the systems administrator with infrastructure troubleshooting/hardware deployment and definition of network requirements.
4. Troubleshoots problems occurring with computers, networks and peripherals including assessment of the problem and initiation of subsequent repairs.
5. Provides ongoing daily technical support for division computer/network systems.
6. Provides technical expertise in upgrades of computer systems.
7. Performs preventative systems maintenance according to an established schedule.
8. Works with the Information Systems staff and division staff to define projects and determine priorities.
9. Performs other such duties as may be required to meet organizational needs and objectives as assigned.

**Qualifications:**

1. Applicants must have Grade XII, plus graduation from a recognized one or two year technical school program in computer science, information technology or electronics technology.
2. Extensive knowledge of computer hardware and operating systems software, including Microsoft Windows Desktop OS and Microsoft server OS is required.
3. Knowledge and experience in local area and wide area networking and TCP/IP is also required.
4. Two years of previous directly related experience is desirable.

May 2013