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

**POSITION DESCRIPTION**

**Position: HELP DESK TECHNICIAN**

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

**Core Function:**

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

**Duties and Responsibilities:**

1. Responds to queries on the phone, via email, ticketing software, in person, or through remote access.
2. Troubleshoots problems occurring with computers, networks and peripherals including assessment of the problem and initiation of subsequent repairs.
3. Effectively uses ticketing software throughout the support process.
4. Escalates problems that require additional resources or assistance.
5. Performs other such duties as may be required to meet organizational needs and objectives as assigned.

**Qualifications:**

1. Applicants must have Grade XII, plus at least one year of post-secondary training in computer science, information technology, electronics technology, or a related field.  An equivalent combination of certification, education and experience may be considered.
2. Knowledge and experience in computer hardware and operating systems software, including Microsoft Windows Desktop OS and Microsoft server OS is required.
3. Strong interpersonal skills, analytical and problem-solving ability, combined with excellent organizational and communication skills are required.
4. Previous related experience in providing first-level technical support, including knowledge and experience in local area and wide area networking and TCP/IP will be considered an asset.
5. Valid driver's license and access to a reliable vehicle.