**BOARD OF EDUCATION**

 **Saskatoon School Division No. 13**

 **P O S I T I O N D E S C R I P T I O N**

**Position: System Support Technician 2**

**Immediate Supervisor: SUPERVISOR, TECHNICAL OPERATIONS AND SUPPORT**

**Core Function:**

Under the general supervision of the Supervisor – Technical Operations and Support, the System Support Technician 2, will be responsible for the ongoing maintenance and support of the remote management of division desktop infrastructure, act as team lead to the other Systems Support Technicians and assist the work requirements of the Supervisor of Technical Operations.

**Duties and Responsibilities:**

1. Implements and supports the division wide desktop management strategy and assists in the ongoing development and measurement of operational effectiveness of a progressive support structure for school operations including an enhanced Technical Support desk environment.
2. Acts as team lead for the System Support Technicians and in communications to schools on support requirements including new software/hardware deployments and infrastructure projects.
3. In consultation with the Supervisor of Technical Operations, oversees the installation, testing, documentation and evaluation of personal computer hardware, software and related personal computer peripheral devices including printers and copiers.
4. Responsible for the appropriate documentation of the division desktop and peripheral deployment.
5. Coordinates the analysis of field and team work with the Supervisor of Technical Operations. Works with the Supervisor of Technical Operations to review and report effectiveness of the team.
6. Works with the Chief Technology Officer and other IS systems staff to develop plans for infrastructure design and expansion to schools.
7. Performs such other duties as may be required to meet the organization’s deadlines and objectives.

**Qualifications:**

1. Grade XII plus graduation from a recognized 1 or 2 year technical school program in computer science, information technology or electronics technology.
2. Extensive knowledge of computer hardware and software including; Windows Desktop OS, Server and Microsoft Systems Center Management.
3. Familiarity with local and wide area networking concepts, TCP/IP; Microsoft Active Directory/Group Policy management is essential.
4. Excellent time management, and communication skills (both written and oral) is essential.
5. Two years of related experience is required.

February 2011