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

**POSITION DESCRIPTION**

**Position: SIS HELP DESK TECHNICIAN**

**Immediate Supervisor: MANAGER of SIS**

**Core Function:**

Under the general supervision of the Manager of SIS, the SIS Help Desk Technician will be responsible for providing first-level technical support for student information, student assessment and associated systems used in the SIS department.

**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 for student information, student assessment and associated systems used in the SIS department, including assessment of the problem and initiation of subsequent remediation of issues.
3. As required, initiates and manages escalations through the issue lifecycle via internal resources or through support channels at the Ministry of Education and software vendors.
4. Effectively uses ticketing software throughout the support process.
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 business education, computer science, information technology or a related field.  An equivalent combination of certification, education and experience may be considered.
2. Strong interpersonal skills, analytical and problem-solving ability, combined with excellent organizational and communication skills are required.
3. Proficient in the use of applicable student information systems (Edsby, MySchoolSask) is desirable.