

Job Description – Computer Support and Network Analyst

Working Title:	Computer Support and Network Analyst
Department:	Information Technology
Manager/Supervisor:	Information Technology Director

Position Summary

Sooke School District is the fastest growing School District in British Columbia. Reporting to the Director IT, the role of Computer Support and Network Analyst is responsible for performing skilled tasks under minimum supervision in providing infrastructure support and enhancements to the district's information technology systems. This role may be assigned to one or more projects, and/or operational work managing smaller changes in the technology environment.

Duties & Responsibilities

- Conduct hardware and software installation and ticket troubleshooting and resolution for Desktops, Laptops Chromebooks, iPads, Printers, Projectors, Document Cameras, Access Points, network switches and other IT equipment across all school sites to support educational needs
- Configure and Update Group Policies (i.e., permissions; security policies)
- Administer and support district applications and server installs (Website, Sharepoint, Drupal, Follett, Myed, Sql Server, etc.)
- Develop training procedures / videos on new equipment and software for end users
- Provide end-user support and problem resolution via telephone, e-mail, and onsite support
- Maintains an accurate inventory of district IT equipment
- Manage the installation, configuration, maintenance, and problem resolution of the hardware, operating system, network component, and software on Microsoft and Apple server platforms
- Perform software distribution and automate installation of all software and operating systems.
- Maintain and perform effective patching cycles of systems and OS software
- Identify problems and repair, replace, and/or reconfigure as required
- Analyze system performance and forecast user demand. Identify potential capacity issues and upgrade requirements and recommend upgrades/enhancements
- Work with end users to restore data that has been lost or compromised through phishing and/or malicious code
- Research and evaluate new technologies and provide recommendations for process improvements, new software, new or improved services, additional automation or innovation
- Participate in the design and configuration and installation of core network equipment such as routers, switches and wireless systems
- Support the day-to- day operations of Microsoft Exchange and Messaging environment, to include addition and deletion of accounts and configuration as necessary
- Basic knowledge of ITIL framework (inventory, problem, change, incident management)
- Work both independently and as a team member with a strong focus on results
- Work under pressure and tight deadlines and order competing priorities
- Accuracy; diplomacy and tact in day to day interactions
- Proven ability to prioritize work, problem-solve
- Ability to work with frequent interruptions and ability to adapt to a changing environment
- Good health and sufficient strength to perform a variety of manual tasks
- Other duties as assigned

Education/Experience:

- University Degree in Computer Science or related field preferred
- IT Certificates (Such as Microsoft and Apple Certified IT Professional) or equivalent experience/education
- ITIL Certification and Project Management certification a plus
- 5+ years' technical experience in Enterprise IT environment
- Valid B.C. Class 5 Driver's license
- Technical experience with the following:
 - ChromeOS, iOS, MacOS, Windows 7, Windows 10
 - Microsoft Windows server 2012/2016, Office 365, MS Exchange, Sharepoint, SQL Server
 - Cloud Computing, Agile Project Methodology
 - Microsoft technology: DHCP, DNS, Active Directory, IIS, PKI, GPO
 - Multi-layer switching: VLAN, Routing, ACL
 - Microsoft SCCM
 - JAMF
 - NAGIOS

COMPETENCIES:

Teamwork and cooperation is the ability to work co-operatively with diverse teams, work groups and across the organization that includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Listening, Understanding and Responding is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.

Organizational Awareness is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.

Planning, Organizing and Coordinating involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate

Service Orientation implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

Problem Solving/Sound Judgment is the ability to analyze problems systematically, organize information, and identify key factors and options leading to successful outcomes.