

SCHOOL DISTRICT NO. 62 (SOOKE)

TITLE: HELP DESK AND COMPUTER SUPPORT

QUALIFICATIONS:

1. Completion of secondary school graduation plus two or more years of post-secondary training in computer science or technology.
2. Holder of a related diploma or equivalent certification from a recognized authority.
3. Four years related experience in multi-platform environments and student information systems.
4. Knowledge of codes, regulations and safety standards related to computer systems, networks, and telecommunications.
5. Excellent telephone communication skills.
6. Good working knowledge of Microsoft Exchange e-mail system, BCeSIS and Ministry of Education data collection processes.
7. Experience in troubleshooting, hardware, network and basic Microsoft Office product issues.
8. Ability to work with minimum supervision.
9. Ability to get along well with other people and work as part of a team.
10. Good health and sufficient strength to perform a variety of manual tasks.

RESPONSIBLE TO: Information Systems Manager

SUPERVISES: As designated.

JOB GOAL: Perform helpdesk services for BCeSIS, computer support, cell phone support and general technology department phone calls. Manage and maintain the technology workorder system and various district data bases. Coordinate and collate ministry form data for submission. Perform administrative functions to the Microsoft Exchange mail server and act as the Microsoft Exchange support for all users.

PERFORMANCE RESPONSIBILITIES:

1. Keeps all information obtained in the course of performing these duties strictly confidential and always adheres to departmental protocols regarding accessing and/or releasing information. Seeks pre-approval of the Information Technology Manager before accessing or releasing any confidential information that is not requested by the user or owner of the information.

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2. Assumes responsibility for maintaining the district technology support help desk in a courteous and helpful manner. Provide telephone based solutions if possible.
3. Performs all necessary Microsoft Exchange maintenance of the user database and end user support.
4. Assumes responsibility to provide level one help desk for BCeSIS and liaise with BCeSIS level 2 help desk on unresolved issues.
5. Directs, coordinates, assembles and submits ministry student data collections for 1701, SADE and any other emergent ministry required student data collection requests.
6. Assume responsibility for the accuracy of the ministry student data submissions. Areas of focus are aboriginal education classification, special education student classifications and ESL / FSL classifications.
7. Maintains the technology department work order system and train / support end users to enable remote work order requests.
8. Support district cell phone settings for email and calendar synchronizing.
9. Maintain and support assigned district based data bases.
10. Follow procedures for urgent requests that need to be immediately addressed by the district computer support technicians.
11. May occasionally be required to update skills and write vendor specific certification exams as changes in technology dictate.
12. Keep system documentation up to date for the Microsoft Exchange server.
13. Other emergent duties as assigned by the Information Technology Manager.

TERMS OF EMPLOYMENT: Forty hours per week. Eleven months per year.

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EVALUATION

DATE: November 17, 2010

JOB TITLE: Help Desk and Computer Support

Factor	Degree	Points	Substantiating Data
1. Knowledge	5	75	High school Grade 12 graduation plus an additional program of over one and up to two years or equivalent
2. Experience	5	105	Four years and over.
3. Judgment	4	40	The job requires that changes be recommended to established methods or procedures. Work involves a choice of methods or procedures or sequence of operation.
4. Concentration	3	30	Almost continuous periods of short duration; OR Frequent periods of intermediate duration; OR Occasional periods of long duration.
5. Physical Effort	3	18	Light activity of long duration; OR Medium activity of intermediate duration; OR Heavy activity of short duration.
6. Dexterity	4	24	Job requires tasks that demand coordination of coarse and fine movements, where speed is a major consideration; OR Coordination of fine movements, where speed is a moderate consideration.
7. Accountability	5	50	Actions could result in major loss of time or resources; OR cause severe embarrassment within the organization and have serious impact on its public image.
8. Safety of Others	1	8	Little degree of care required to prevent injury or harm to others.
10. Interpersonal Skills	4	40	Tact and diplomacy are required when handling contacts of a difficult or specialized nature, for the discussion and resolution of problems by presenting or obtaining detailed information.
11. Disagreeable	1	10	Minor conditions with little exposure.
TOTAL POINTS		400	

APPROVED:

On behalf of C.U.P.E., Local 459

On behalf of School District No. 62 (Sooke)

Date Signed: _____

Date Signed: _____