JOB DESCRIPTION

Salary Grade:
6
CUPE 1328

Job Title:
Computer Support Technologist

PRIMARY FUNCTION

The primary function of this job is to provide hardware and software support and installation services to the end users.

MAIN RESPONSIBILITIES

1. Installs computer hardware and software for schools, field centres and C.E.C. end users by:

    - logging in the receipt of the equipment and coding the box to specify contents
    - assembling (i.e. 'configuring/staging') the computer hardware (e.g. keyboard, monitor, circuit /communication board etc.) after the different vendors have supplied the items
    - installing software into computer by reading manufacturer's instructions utilizing internal procedure and copying software into computer hard drive
    - developing software/hardware installation procedures for supervisor's approval
    - testing computer by switching on and accessing hard drive and software
    - delivering and plugging in the computer hardware in the end user location
    - adding or deleting telephone set features by accessing appropriate program on terminal and entering commands
    - providing assistance to end user in the selection of appropriate computer hardware and software, as necessary

2. Provides hardware, software and telephone system support to end users by:

    - returning end user telephone calls

- pinpointing hardware problem through the process of elimination i.e. asking user to follow certain steps
- resolving hardware problem over telephone by providing solution
- telephoning the appropriate vendor and identifying problem, if possible, and requesting service call
- providing instructions on how to perform the appropriate function
- asking vendor in cases where in depth knowledge of software isn't present
- re-installing software in case of installation problems.

3. Maintains the communication network for schools and C.E.C. users to 'host'/computer services, by:

- answering end user telephone call and through process of elimination narrowing down the problem, if possible to Multiplexor, Modems or Bell Canada lines
- telephoning the appropriate vendor to have the problem resolved.

4. Assists Supervisor in providing computer on-line services to new schools by:

- visiting school with cable contractor so that estimate for cabling can be obtained
- noting down number of computers requested
- recommending the appropriate number of laser printers and other equipment and their location (ie. Near telephone jack).

5. Maintaining records on Board inventory of hardware and software.

6. Performs other duties as assigned or required.

SKILL

- 3 years Computer Technology or Electronic Engineering College Diploma or equivalent. Knowledge of a wide range of computer hardware, software and peripherals such as Multiplexors (i.e. funnel/switch which takes the multiple computer lines and produces a single line for the modem), Modems (i.e. equipment that conditions/translates the computer signal to Bell telephone lines), and the C.E.C. data communications processor
- 1 – 2 years related experience

EFFORT

- Complexity of job is in resolving end user computer hardware and software and communication network problems over the phone. Resolving problems is through process of elimination. If problem isn't resolved, it is pinpointed for the vendor.
- Lifting computer hardware of 40-50 lbs. (laser printers etc.) Driving to schools to resolve problems or install equipment (three/weekly).
- Visual concentration when utilizing computer terminal.

RESPONSIBILITY

- Independence of action in providing computer software/hardware and telephone system support. Has authority to call for vendor warranty servicing.
- Errors in assembling hardware, installing software, would create malfunction and delay end user and require re-installation. Errors in providing end user support would delay service and possibly effect educational services.
- Contacts with end users (Board staff) for installation and to identify hardware and software problems (generally over phone) and provide solution. Contacts with vendors to schedule servicing.

WORKING CONDITIONS

- Open concept office environment. Exposure to dust when installing or de-installing hardware.
- Required to carry pager, therefore can be contacted anytime. Stress from little control over work flow and irate and end users with hardware/software and telephone system problems.

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