JOB DESCRIPTION

Job Title:
Senior Computer Support Technologist

PRIMARY FUNCTION

The primary function of this job is to investigate, evaluate and recommend personal computer hardware, software, peripherals, Local Area Networks and data communications technology (non-mainframe). The job is also expected to provide liaison between hardware and vendors, data communications/cabling suppliers, third party hardware and CEC. Telephone PBX maintenance companies and voice processing suppliers.

MAIN RESPONSIBILITIES

1. Administer the process of personal computer and peripheral purchases and participate in the development of preventive maintenance agreements for the CEC, field centres and elementary and secondary schools for all administrative PC computing applications by:

    -   developing ongoing specifications for inclusion in the tendering process for personal computer hardware, software, peripherals and local area networks
    -   evaluating and verifying tender submissions for compliance with required specifications by developing a short list of qualified vendors through an on-site series of component tests
    -   configuring PC systems for administrative applications in terms of hardware, software and network requirements
    -   processing all orders for PC systems
    -   developing software/hardware installation procedures
    -   providing "hot-line" telephone support service to personnel experiencing computer difficulties by resolving problems and providing necessary instructions.

2. Administer the maintenance of the CEC internal telephone system and voice processing systems by:

    - developing ongoing tender specifications for system maintenance
    - evaluating and verifying tender submissions for compliance with required specifications by developing a short list of qualified vendors and reference follow-ups
    - monitoring CEC PBX (Private Business Exchange) system activity to ensure that telephone applications are properly balanced, and making technical adjustments as required
    - conducting traffic analysis of incoming and outgoing trunk lines, and conducting call detail recording analysis for billable services (900#s, long distance, 411)
    - arranging for all adds, moves, changes, etc. on telephone in the CEC, and conducting studies required to upgrade equipment and software
    - maintaining complete records for telephone and voice processing systems, i.e. class of service, feature access, dialing restrictions, directory services, hardware inventory, etc.

3. Maintain the data communication network for schools, field centres and CEC users to on-line computer systems.

    - answering end user queries
    - monitoring data networks to ensure optimum utilization of rented network communication lines and hardware
    - contacting appropriate service providers to initiate repairs, modifications to networks, enhancements, etc.

4. Assist supervisor, officers and technologists in providing on-line and stand-alone PC services to new users by:

    - visiting schools, offices with contractors for wiring/cabling and equipment installation
    - recommending appropriate hardware configuration
    - training of technologists on new hardware and software developments

5. Maintain appropriate departmental records such as equipment inventories, software releases, contract renewal dates, directories, calendars, etc.

6. Perform such other duties as may be assigned or required.

SKILL

- 3 years Computer Technology or Electronic Engineering Diploma or equivalent. Knowledge of a wide range of computer hardware, software, peripherals, data

communication multiplexors/switches, modems, telecommunications hardware and software and local area networks.

- 4 - 7 years related experience.

EFFORT

- Complexity of the job is in specification writing, product evaluation and in optimum product configuration. Problem resolution is through a process of analysis and a process of elimination. Unresolved problems are passed on to a contracted preventive maintenance services.
- Lifting computer hardware of 40-50 lbs. (PCs, printers, etc.); driving to schools, field centres to resolve problems, install equipment, upgrade equipment, etc.
- Visual concentration when using computers.

RESPONSIBILITY

- Independence of action when dealing with bidders and contractors regarding PCs, peripherals, telecommunications and LANs. Has authority to deal directly with these companies.
- Errors in development of tender specifications or in analysis of tendered units could result in the Board acquiring inferior product. Errors in analysis of user problems could cause unnecessary delays in resolving PC, peripheral and communications failures thereby holding up administrative applications.
- Contacts are with contractors, end users, departmental staff and trustees for purposes of solving technical problems, ordering service, status meetings and contract issues.

WORKING CONDITIONS

- Open area concept office environment. Exposure to dust when installing or de-installing equipment.
- Required to carry pager, therefore be contacted at anytime. Stress because of little control over work flow and irate end users with hardware or software problems.

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