# JOB DESCRIPTION

Salary Grade: 7
CUPE 1328

**JOB TITLE:**
**Information Technology Technician**

## PRIMARY FUNCTION

The primary purpose of this position is to provide technical support to the TCDSB administrative and academic end-users  (in person and/or communicate electronically) with computer hardware, software and applications to ensure the smooth operation of networked and standalone computers.

## MAIN RESPONSIBILITIES

1.  Provides in-person technical support with computer hardware and software  to all locations boardwide by:

    - visiting a roaster of schools/departments on a regular basis
    - responding to heat tickets and visiting schools/departments that are experiencing software and/or hardware difficulties

2.  Performs network consultation, configuration and integration functions by:

    - Installing/upgrading computer hardware,  networking software, operating system software and software applications
    - diagnosing physical network, software and hardware problems by using latest equipment/software available
    - repairing/replacing hardware devices (e.g. network cables, NIC cards, hubs, patch panels, switches, routers etc.)
    - maintaining Domain servers and Backup servers
    - troubleshooting, investigating and finding solutions on computer software and hardware problems, redirecting to appropriate area of responsibility when necessary

- coordinating the deployment/implementation of server/workstation based software
- conducting tests and configurations of new networking software when required

2. Implements and maintains the preventative maintenance processes by:

- installing upgrades such as virus protectors, patches, and disaster recovery routines including virus removal
- optimizing server performance
- implementing security monitoring
- performing data backups and disaster recovery processes

3. Provides training to the end-users, co-op students and new technical staff when required.

4. Performs administrative support duties such as:

- record keeping of software problems and their resolutions in details by using the Heat Database
- developing and documenting new techniques, procedures and diagnostic tools as required
- coordinating and contacting with vendors in repair services for hardware equipment, sourcing out material such as drivers, antiviral programs, tips etc.
- creating and maintaining weekly schedules, travel forms and Daily Heat Tickets
- distributing print assignments, topologies etc.

6. Performs other related duties as assigned or required.

**SKILL**

- 3-year College Diploma in Computer Science
- 1 – 2 year related experience

**EFFORT**

- Complexity in identifying and solving hardware, software and network problems. Consulting user guides, technical manuals and other documents to implement solutions.  Complexity in finding temporary solutions or fixes until equipment is returned from repair.  Complexity in customizing software/hardware for specific user needs.

- Lifting of heavy equipment of 40 – 75 lbs. Constant banding and twisting to access computer equipment in confined spaces. Visual concentration.

**RESPONSIBILITY**

- Independence of action in diagnosing, troubleshooting and resolving on-site software/hardware and network conflicts – redirect to appropriate area of responsibility if necessary. Independence of action in performing preventative maintenance on school/department computer systems. Offer recommendation in purchasing hardware/software for end-users work locations.
- Errors in diagnosing and analysing the end user problems could cause unnecessary delays in resolving computer, peripheral and communications failures thereby result in loss of time/data.
- Contact with end-users within the Board. Contact with vendors in coordinating repairs of items/systems with or without warranty and on-site support of software/hardware issues.

**WORKING CONDITIONS**

- Required to drive to all Board's locations on a regular basis. Exposure to inclement/poor weather and undesirable workplace conditions (e.g. dust, chemicals, excessive noise level, limited workspace etc.). Required to carry Cell phone/pager can be contacted anytime.
- Stress from dealing with irate staff. Stress from completing work within time constraints. Stress from prioritizing work and rescheduling due to emergency calls/heat tickets.

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