



JOB DESCRIPTION

Salary Grade: 7 CUPE 1328

Job Title:
Network Technician

PRIMARY FUNCTION

The overall purpose of this position is to maintain, troubleshoot and administer the TCDSB's enterprise wide servers. This position is also responsible to administer and maintain the storage of computer disks, tapes and network devices.

MAIN RESPONSIBILITIES

1. Performs the system administration and preventative maintenance functions by:
 - running systems batch files and scripts to monitor the server performance
 - using internally customized system tools (e.g. IBM Director, FAST Storage Manager etc.) to remote control and monitor the servers in the schools
 - making adjustments to the system hardware and software to optimize/improve system performance
2. Administers and maintains the server and storage system software by:
 - installing Windows server operating system and system software (e.g. backup agent; monitoring agent, anti-virus software etc.)
 - installing, configuring and evaluating the software (e.g. service packs, patches, hotfixes etc) upgrades on a regular basis for various components comprising the server, disk and tape storage systems and storage network devices to ensure the compatibility with the current software and hardware versions
 - troubleshooting software failures and taking necessary steps to recover the operating system, application software and data

- using software installation tools (e.g. Microsoft Systems Management Server) to customize the software packages for systems maintenance and upgrades
 - creating, developing and updating server hard drive images
 - conducting tests on software packages before deployment
 - documenting issues and escalating tickets to the next level technical and management staff
3. Administers and maintains the server and storage system hardware by:
- installing/configuring server hardware (e.g. IBM Director, Symantec Ghost etc.)
 - troubleshooting hardware failures and if equipment provider expertise or hardware equipment replacement is required, referring them to the provider
 - running new cabling (i.e. data network, storage network, electrical power etc.) and tracing existing cabling
4. Performs data backups and disaster recovery operations by:
- scheduling, running and monitoring the system file and database backup and restoring jobs
 - managing the tape media store on-site and off-site based on the defined rotation process and media retention timelines
5. Documents business processes/procedures, new techniques, issues for use in assigned work tasks or follow ups.
6. Performs other duties as assigned or required.

SKILL

- 3-year College diploma in computer technology or equivalent
- 1 – 2 years related experience

EFFORT

- Complexity in troubleshooting and resolving systems failure, and developing a temporary fix or workaround to get the end-users back in operation if required. Complexity in customizing software and hardware packages with associated upgrades to meet defined requirements.
- Visual strain (65% - 90%). Heavy lifting and mounting of server and storage equipment on Data Centre racks.

RESPONSIBILITY

- Independence of action in determining and executing troubleshooting plan to diagnose, resolve and repair hardware and software failures. Independence of action in deciding next level of service escalation if the initial service provider fails to meet service response within set time.
- Improper tuning of server and storage resources causes inefficient use of limited server performance capacity and wasteful use of limited storage capacity. Improper diagnose of systems problem results in loss of time.
- Contacts with end-users and staff of the Board. Contacts with service providers and suppliers.

WORKING CONDITIONS

- Open office concept environment. Exposure to temperature variations, and high noise level especially in the Data Centre.
- Stress from demands in multi-tasking and prioritizing of work. Working the overnight “graveyard” shift. Stress from on-calls for system failures.