



## **JOB DESCRIPTION**

Salary Grade: 7 CUPE 1328
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**Job Title:**  
**Sr. Computer Software Technician**

### **PRIMARY FUNCTION**

The primary function of the job is to provide software and hardware support to all TCDSB students, teachers and Administrative computer users. The job also act as a resource, to other Technicians, providing them for advice, technical assistance and guidance.

### **MAIN RESPONSIBILITIES**

1. Provide onsite support to schools experiencing computer software and hardware problems in response to software and hardware problems as reported to the Help Desk within specified Response Time, by:
  - providing primarily software and minimal (basic) hardware support
  - travelling to locations, determine the cause of reported problem
  - running them through the procedures of operating the hardware or software
  - answering questions on the capability and limitations of the hardware and software
  - resolving their problems through a process of elimination and by providing them with the appropriate commands to execute
  - recording the steps taken and close the "Ticket"
  - loaning computer hardware to schools, if available
2. Provides in-person computer software and hardware support to schools by:
  - visiting a roster of schools on a regular basis
  - performing preventative maintenance and software upgrades
  - moving, setting up, installing peripherals, and configuring computer systems

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- visiting schools that are experiencing difficult software problems and/or are having problems with software that are specifically supported by the Senior Computer Software Technician.
3. Maintains a master library of all computer software and installs software in the computers in Education Labs by:
    - receiving all new software and testing it by installing onto computer and performing some functions
    - identifying the software “quirks” (e.g. machine it won’t run on, basic problems etc.)
    - copying software onto disc provided by teachers and sending back to schools, as requested
    - installing the software onto the computers in the labs
    - communicating with vendors of software with respect to problems.
  4. Assists the Resource Teachers at workshops by providing technical support. Under supervision of Resource Teacher, provides technical instruction (create step by step instruction, when necessary) to teachers at in-services.
  5. Co-ordinate and provide training to the Computer Software Technicians by:
    - training (generally 2 weeks) the new Computer Software Technicians on all aspects of their jobs
    - dividing up all the schools so that each Technician has the same workload
    - monitoring their work to ensure that they visit schools on a regular basis
    - answering telephone calls from Technicians and giving them Technical assistance
    - communicating with technicians and directing them to schools that are experiencing computer software problems
    - documenting and distributing solutions and procedures to technicians
    - acting as a resource to other Technicians on older network systems, software, and hardware used but not generally seen or studied in today’s computer environment, and providing training as necessary
  6. Performs other duties as assigned or required, such as:
    - Performing daily record keeping and administration, HEAT calls, etc.

### **SKILL**

- 3 years University/College diploma/degree in computers or equivalent. Thorough knowledge of the Computer Software Technician job.
- 2 - 4 years related experience

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**EFFORT**

- Complexity of the job is to identify/diagnose and resolve problems in varied school environment that includes leading edge technology as well as older network systems, software and hardware used in schools but not generally used or studied in today's computer environments. Complexity in the job is in determining training needs on an ongoing basis. Identifies and corrects difficult software problems that Computer Software Technicians cannot handle.
- Lifting computer hardware of up to 50 pounds (less than 10%). Visual concentration on terminals.

**RESPONSIBILITY**

- Independence action in providing knowledge transfer to Computer Software Technicians on an ongoing basis. Inadequate/inappropriate training of Computer Software Technicians would lead to poor service to schools.
- Errors in providing software support would affect the effectiveness of teacher and system at school resulting in possible total malfunction of computer/data system.
- Contacts with school staff and vendors in dealing with software and hardware problems. Teaches technical aspects to teachers during in-service. Contacts with Computer Software Technicians to provide co-ordination and direction.

**WORKING CONDITIONS**

- Required to drive to schools (approximately 20 times/month)
- Exposure to inclement weather
- Open concept office environment
- Deals with irate school staff. On call to schools during work day.