JOB DESCRIPTION

JOB TITLE   Technical Support Analyst
JOB GROUP   CUPE 4222 A
LEVEL   E
DEPARTMENT Learning Support Services, Information Technology Services
SUPERVISOR   Group Leader, Information Technology Services

POSITION SUMMARY

The Technical Support Analyst (TSA) supports the academic and administrative information technology of the Board by co-ordinating, configuring, administering and maintaining computer software and hardware in local and wide area network systems.

DUTIES AND RESPONSIBILITIES

- Install and maintain new and used computer equipment and parts.
- Diagnose and repair on-site computer hardware problems.
- Install software programs, upgrade software and operating systems.
- Resolve software problems on-site or by telephone.
- Monitor/control software licensing in assigned locations.
- Implement network operation system upgrades and routine maintenance.
- Install printers, and other peripherals onto servers.
- Set-up systems for clients.
- Plan and implement security strategies on school systems.
- Maintain viable file servers, network operating systems, disaster recovery procedures and virus protection.
- As a member of a school-based or central office IT team, monitor student and staff computer accounts.
- Assist with the implementation of the computer plan or special projects as assigned.
- Order new equipment, sit on school computer committees and monitor computer budgets in assigned location.
- Train staff and students to use new and existing computer hardware/peripherals.

EDUCATION

Completion of a two year post-secondary program in computer technology or equivalent.

EXPERIENCE

Two years of related work experience is required.