



JOB DESCRIPTION

JOB TITLE	Technical Support Specialist
JOB GROUP	CUPE 4222 A
LEVEL	G
DEPARTMENT	Information Technology, Program Services
SUPERVISOR	Manager, Information Technology

POSITION SUMMARY

The Technical Support Specialist is responsible for the configuration, installation, support and maintenance of servers/computers and peripherals and the preparation of computer/server configurations and standards board-wide. The incumbent evaluates and recommends hardware and software for system-wide use and plans and assists with deployment within the system.

DUTIES AND RESPONSIBILITIES

- Provide support for network/computer software and hardware to Technical Support Analysts.
- Create and/or update network accounts for Group Leaders, Technical Support Analysts, site administrators, teachers and students.
- Liaise with outside equipment and software vendors for warranty or support.
- Implement network operation system upgrades and routine maintenance.
- Install printers and other peripherals onto servers
- Set-up systems on staff computers.
- Plan and implement security strategies on academic systems.
- Maintain replication services of the board file server.
- Plan and co-ordinate installation of equipment and software with Group Leaders, school staffs, learning coordinators, and outside contractors.
- Manage specific large scale projects.
- Organize and chair planning or technical sessions with other departments, managers and specialists.
- Research and maintain knowledge of emerging technologies and products in hardware and software.
- Assist Manager with the planning, budget, and preparation for tender.
- Provide recommendations and evaluations of technology acquisitions.
- Provide training to board staff on the installation and use of software, hardware and network servers.

EDUCATION

Completion of a three years post-secondary program in a computer technology related field or equivalent.

EXPERIENCE

Five years of related work experience is required.