

Position: Information Technician

Department: Information Technology

Reports To: Superintendent/CEO, Secretary-Treasurer and Principals

JOB SUMMARY

The Information Technician position is critical to maintaining the Division's technology infrastructure, which supports learning and operations. This role is responsible for ensuring the functionality of software applications, hardware, and communication platforms; supporting online learning tools; assisting in network security and data integrity; and addressing urgent technical issues affecting essential systems.

PRIMARY RESPONSIBILITIES

Technology Infrastructure & Network Management:

- Diagnose, maintain, troubleshoot, repair, install, configure and administer network physical components, computer workstations, school servers, and related hardware.
- Monitor the fiber optic cable network connecting all schools.
- Assess and install computer hardware, operating system software, and software applications.
- Ensure software is up to date with patches and security updates.
- Monitor and maintain the Uninterruptible Power Supply (UPS) devices.
- Address urgent technical issues affecting essential systems.
- Maintain network security and data integrity.

User Support & Training:

- Offer problem-solving assistance to network users, including all SVSD staff.
- Support online learning tools and resources.
- Document support requests and solutions in a ticketing system.

Inventory & Other Duties:

- Keep inventory records up to date for all technology-related items and devices.
- Travel to schools as required (depends on the situation).

POSITION QUALIFICATIONS

Required Education and Experience:

- Completion of a post-secondary education, preferably in a related field.
- A minimum of 1 to 2 years of previous experience is required.

Required Knowledge, Skills, and Abilities:

- Requires highly specialized training in specific software and hardware.
- Ability to infer based on established procedures and practices when solving problems.

COMPETENCIES

Organizational:

- **Teamwork and Collaboration:** Demonstrates the ability to work cooperatively and effectively with colleagues, Division staff, and external parties to achieve shared goals.
- **Communication:** Communicates clearly, concisely, and professionally, both verbally and in writing, with diverse groups.
- **Adaptability:** Adjusts effectively to changing work assignments, priorities, and environmental conditions.
- **Initiative:** Demonstrates self-motivation and acts without constant supervision to complete tasks and address issues.

Role Specific:

- **Problem Solving & Judgment:** Demonstrates the ability to solve routine problems impacting singular groups or departments. Interactions can be complex, potentially requiring interpretation, persuasion, or negotiation to handle problematic situations.
- **Data Management:** Possesses extensive responsibility for developing and managing information, including highly confidential information.
- **Interpersonal Communication:** Primarily interacts with people inside the school or department. Engages in constant communication and interaction with people inside and outside the Division on a daily basis.
- **Training & Mentorship:** Indirectly responsible for training others.

WORK CONDITIONS

Physical Demands:

- Generally involves low to moderate intensity physical effort, less than 2 hours per day.
- The position is required to follow Safe Work Procedures to complete work orders.

Environment:

- Requires high intensity mental concentration and attentiveness for more than 4 hours at a time throughout the day.
- Works with confidential information sometimes.
- Presents a minor risk of injury, harm, or illness.