

Applications are being accepted for the position of:

**SYSTEM SUPPORT DATA TECHNICIAN**

**SUMMARY:**

Under the direction of the District Principal of Instruction and Innovation, the System Support Data Technician assists schools with their 1701 data collections, offers first response for technical support requests, creates and assigns technical support tickets as needed, creates data reports, and completes general website maintenance. Works with the Student Information System Manager to support business data process requirements and perform technical field work in schools on a regular basis.

**DUTIES:**

- Provides first level response, problem-solving, technical guidance and remote support to users of information technology and student information systems (eg: MyEd BC, SSDAS, 1701, SADE), financial systems, office productivity software and classroom instructional software.
- Coordinates ministry data reporting in conjunction with the SIS Manager and district staff.
- Produces reports from data systems and performs analysis as required.
- Maintains various data sets contained in central system database including staff and student demographic data, asset data, software licensing and other.
- Manages the Help Desk ticket system as assigned by creating tickets, assigning tickets and communicating with other members of the team when a priority request is submitted.
- Prioritizes Help Desk tickets based on escalation needs and communicates with the team.
- Maintains portions of the district web content and related web services as assigned.
- Distributes technology-related information to the user community.
- Provides reception and first response services for the Technology Department as assigned.
- Supports users at District sites by identifying the source of software or hardware problems and performing appropriate repairs or modifications as necessary.
- Installs, configures, troubleshoots and tests computer application software in curriculum and administrative settings.
- Performs technical maintenance such as: data backups, rebuilding desktops, building and repairing disk images, setting up and dismantling labs, maintaining keyboards, screens, mice, printers and advising on orders of necessary supplies.
- Manages school LANs including network servers, installation of software, network troubleshooting and supervises user access and security.
- Performs other related duties as assigned by the District Principal of Instruction and Innovation or delegate.
- May on occasion, be required to perform other job-related duties as assigned.

## **QUALIFICATIONS:**

### **Education** – the applicant must have:

- High school graduation or the equivalent.
- Minimum two-year certification from an accredited institution in a relevant area of information technology, or an equivalent level of experience and training.
- Apple Certified Support Professional ACSP / Apple Certified Associate ACA or equivalent level of experience and training (certification required within 12 months of assignment to position).
- Certificate or demonstrated course work / experience in data analytics and/or database skills.

### **Experience** – the applicant must have:

- A minimum of three years' experience supporting Apple OS X clients / OS X Server, Microsoft Windows 10 clients and Windows 2012 – 2019 server, peripherals and applications in local area networks.
- Two years' experience supporting client computers and iPads in a mixed environment of Apple and Windows.
- Working knowledge of a range of diagnostic utilities including Apple Remote Desktop and other remote control, diagnostic and monitoring utilities.
- Two years' experience maintaining web content for a large organization.

### **Skills** – the applicant must have:

- Excellent interpersonal, teamwork, oral and written communication skills.
- Ability and aptitude to work with detail, precision and accuracy.
- Strong analytical and problem-solving abilities.
- Ability to organize, prioritize and meet changing workload deadlines with a minimum of supervision.
- Ability to maintain the confidentiality of sensitive information seen or heard.

### **Other** – the applicant must:

- Physically capable of performing all job duties.
- Ability to work a variable schedule.
- Must have reliable transportation and a valid Class 5 BC driver's license to perform site visits.

This is a unionized position. Job description #86 is available at [sd79.bc.ca](http://sd79.bc.ca).

Please forward completed resumes including official transcripts, Grade 12 or equivalent certificate and a covering letter indicating how you believe you meet our qualifications, and three work references with permission to contact. Please submit electronic applications as one PDF.

Applications will be accepted on an ongoing basis until filled and can be dropped off at the School Board Office, emailed or faxed to:

Jenny Christenson, Human Resources Executive Assistant  
2557 Beverly Street, Duncan, BC V9L 2X3  
Email: [jchristenson@sd79.bc.ca](mailto:jchristenson@sd79.bc.ca) Fax: 250-748-6591

Thank you for your interest in this position. Only those selected for an interview will be contacted.