

TITLE: Systems Analyst Hardware Repair Technician  
SECTION: School Board Office – Resource Centre  
REPORTS TO: District Principal of Instruction and Innovation

**SUMMARY:**

Under the direction of the District Principal of Instruction and Innovation, the Hardware Repair Systems Analyst will repair and maintain computers and related peripheral devices, resolve software and hardware technical problems, troubleshoot network issues and maintain servers while upholding the integrity and confidentiality of school and administrative information.

**DUTIES:**

Assist the District Principal of Instruction and Technology Services in:

1. Repairing and maintaining computers and related peripheral devices (printers, external hard drives, DVD/CD-ROM drives, scanners, etc.).
2. Configuring and installing computer hardware and peripherals at various sites throughout the School District.
3. Installing, configuring, troubleshooting, testing, monitoring and supporting School District local and wide-area network infrastructure.
4. Researching, installing, configuring, troubleshooting, testing, monitoring and supporting School District network servers.
5. Upgrading computer hardware as performance needs change
6. Managing a parts inventory and using the licensed parts Service Subscription Tools.
7. Developing and implementing an on-going program of preventative maintenance for School District computer hardware.
8. Providing technical assistance in the use and operation of computer equipment to staff members within the School District.
9. Creating and maintaining documentation for items such as installations, configurations and procedures, user manuals and other technical documents as required.
10. Assisting with Help Desk support.
11. Performing other related duties as assigned.

## QUALIFICATIONS

Education – the applicant must have completed

- 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 Desktop Technician (ACDT) or equivalent level of experience and training (ACDT certification required within 12 months of assignment to position).
- Apple Certified Portable Technician (ACPT) or equivalent level of experience and training (ACPT certification required within 12 months of assignment to position).
- Apple Certified Help Desk Specialist Certification or equivalent level of experience and training (ACHDS certification required within 12 months of assignment to position).
- Continued employment in this position will be contingent upon successful recertification on a 24-month cycle or as required by hardware and operating system standards.

Skills – the applicant must have

- Demonstrated ability/aptitude to work with detail, precision and accuracy.
- Demonstrated ability to organize, prioritize and meet deadlines with minimum of supervision.
- Ability to maintain the confidentiality of information seen or heard.
- Good interpersonal and communication skills.

Experience – the applicant must have

- A minimum of four years experience supporting and working with a variety of network technologies such as switches, hubs, repeaters, bridges, modems etc., using a variety of protocols and supporting multi-user operating systems such as Unix, OS X, OS 9, Windows NT, Novell Netware, Windows 98 and Windows XP professional clients and OS X Server and Windows 2003 Server or an equivalent combination of training and experience.
- Experience supervising, directing or monitoring the work of others.

Requirements – the applicant must have

- Physical capability to perform the job duties.
- Ability to work a variable schedule.
- Reliable transportation and a valid class 5 BC drivers license to perform site visits.

**APPENDIX A**

**JOB EVALUATION**

COVERING

**SCHOOL DISTRICT NO. 79 (COWICHAN VALLEY)**  
(EMPLOYER)

AND

**CANADIAN UNION OF PUBLIC EMPLOYEES LOCAL 5101**

**ADVICE OF RATING**

EMPLOYEE NAME:	
JOB TITLE:	75 – Systems Analyst Hardware Repair Technician
LOCATION:	Schools
EFFECTIVE DATE:	December 02, 2020

This is to advise that the rating for the job to which you have been appointed is as follows:

**JOB RATING**

Factor	Edu	Exp	Jud	A/D	Phy	Dex	Acc	Saf	Sup	Con	W/C
Degree	6	6	4	3	3	4	3	2	1	2	2
Total Points	365										

RATING CLASSIFICATION: LEVEL	16
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