

TITLE: SYSTEM SUPPORT DATA TECHNICIAN  
SECTION: School Board Office – Resource Center  
REPORTS TO: District Principal of Instruction and Innovation

**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:**

Assist the District Principal of Instruction and Innovation in:

1. Providing 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.
2. Coordinating ministry data reporting in conjunction with the SIS Manager and district staff.
3. Producing reports from data systems and performing analysis as required.
4. Maintaining various data sets contained in central system database including staff and student demographic data, asset data, software licensing and other.
5. Assigning the Help Desk tickets as required.
6. Prioritizing Help Desk tickets based on escalation needs.
7. Maintaining portions of the district web content and related web services as assigned.
8. Distributing technology-related information to the user community.
9. Providing clerical and reception services for the Technology Department Staff as needed.
10. Supporting users at District sites by identifying the source of software or hardware problems and performing appropriate repairs or modifications as necessary.
11. Installing, configuring, troubleshooting and testing computer application software in curriculum and administrative settings.

12. Performing 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.
13. Managing of school LANs including network servers, installation of software, network troubleshooting and supervising user access and security.
14. Performing other related duties as assigned by the District Principal of Instruction and Innovation or designate.
15. 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:

- Physical capability to perform the 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.

**APPENDIX G**

**JOB EVALUATION**  
 COVERING  
**COWICHAN VALLEY SCHOOL DISTRICT**  
 (EMPLOYER)  
 AND  
**CANADIAN UNION OF PUBLIC EMPLOYEES LOCAL 5101**  
**ADVICE OF RATING**

EMPLOYEE NAME:	
JOB TITLE:	86 – System Support Data Technician
LOCATION:	Schools
EFFECTIVE DATE:	Dec 21, 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	1	1	2	2
Total Points	356										

RATING CLASSIFICATION: LEVEL	15
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