

TITLE: SYSTEM SUPPORT SPECIALIST I  
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 or delegate, works as part of the Tech Team providing first response for technical support requests, performs technical field work in schools, creates technical support tickets and completes general server and website maintenance. The System Support Specialist I also works with the Student Information Systems Manager, as assigned, to meet business process requirements and completes projects.

**DUTIES**

1. Provides first level technical response, problem-solving, technical guidance, remote and on-site support to users of information technology, student information systems (eg MyEd BC, SSDAS), financial systems, office productivity software and classroom instructional software and peripherals.
2. Provides first response services for the Technology Department as assigned.
3. Supports users at District sites by identifying the source of software or hardware problems and performing appropriate repairs or modifications as necessary.
4. Installs, configures, troubleshoots and tests computer application software in curriculum and administrative settings.
5. Performs technical maintenance such as, but not limited to, data backups, rebuilding desktops, building and repairing disk images, setting up and dismantling labs, maintaining keyboards, screens, mice, printers, tablets and advising on orders of necessary supplies.
6. Configures school LANs including network servers, installs software, network troubleshooting and manages user access and security in consultation with the technology team as required.
7. Implements system management, security standards and procedures as required.
8. Maintains, updates and creates documentation for items such as installations, configurations and procedures, user manuals and other technical documents as required.

9. Manages the Help Desk ticket system as assigned by creating tickets, assigning tickets and communicating with other members of the technology team when a priority request is submitted.
10. Prioritizes Help Desk tickets based on escalation needs and communicating with the technology team.
11. Designs and develops computer software utilities as required.
12. Recommends technology changes and improvements to maximize application of technology and associated systems and facilities.
13. Maintains portions of district web content and related web services as assigned.
14. Distributes technology-related information to the user community.
15. Performs other related duties as assigned.

## QUALIFICATIONS

### Education

- 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 Help Desk Specialist Certification or equivalent level of experience and training (ACHDS certification required within 12 months of assignment to position).
- Microsoft Certified Professional or equivalent level of experience and training (MCP certification required within 12 months of assignment to position).

### Experience

- A minimum of three years experience supporting Apple OS X clients, OS X Server, Microsoft Windows 2016 server, Windows 10, iOS and related peripherals and software applications.

### Requirements

- Physically capable of performing the duties of the job.
- Ability to work a variable schedule.
- Must have reliable transportation and a valid class 5 BC drivers license to perform site visits

### Skills

- 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.
- Demonstrated technical problem-solving skills and ability to learn new systems.

**APPENDIX E**

**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:	74 – System Support Specialist I
LOCATION:	SBO – Resource Centre
EFFECTIVE DATE:	January 2022

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	4	1	1	2	2
Total Points	366										

RATING CLASSIFICATION: LEVEL	16
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