

TITLE: System Support Specialist Lead Technician
SECTION: As Appointed
REPORTS TO: District Principal of Instruction and Innovation

SUMMARY:

Under the direction of the District Principal of Instruction or designate, the Lead Technician plays a key role in ensuring the Technology Services Department is meeting the needs of the district. The Lead Technician will assist with day-to-day operations of the department as required, and provide first response leadership, particularly when the District Principal of Instruction is unavailable. The Lead Technician works as part of the Tech Team to provide first response for technical support requests, performs field work in schools, creates support tickets, completes general server and website maintenance, and works with the Student Information Systems Manager, when assigned, to complete projects. The Lead Technician does not have the authority to hire, discipline or discharge other employees.

DUTIES:

Assist the District Principal of Instruction and Innovation or designate in:

1. Providing 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. Relieves the Principal of administrative detail, as needed, by independently handling responsibilities associated with day-to-day operation of the Technology Services Team which includes directing, assigning, and monitoring support processes.
3. Supporting communication within the technology team and between the District Principal of Instruction and Innovation.
4. Assigns emergent tasks when the District Principal of Instruction and Innovation is not available.
5. Coordinates the team in meeting project objectives as assigned by the District Principal.
6. Reviews the ticket system regularly and supports assignment of priority tickets as needed in consultation with SSS1s on the Service Desk.

7. Monitors that tickets are completed in a timely manner and to established standards / procedures.
8. Assists with ordering of resources.
9. Generates ticket status reports for team review.
10. Demonstrates exceptional delivery of customer service.
11. Supports users at District sites by identifying the source of software or hardware problems and performing appropriate repairs or modifications as necessary.
12. Installs, configures, troubleshoots, and tests computer application software in curriculum and administrative settings.
13. Performs technical maintenance such as 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.
14. Configuration of school LANs including network servers, installation of software, network troubleshooting and supervising user access and security in consultation with the broader technology team as needed.
15. Implementation of system management, security standards and procedures as required.
16. Maintains, updates, and creates documentation for items such as installations, configurations and procedures, user manuals and other technical documents as required.
17. 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.
18. Designs and develops computer software utilities as required.
19. Recommends technology changes and improvements to maximize application of technology and associated systems and facilities.
20. Maintains portions of district web content and related web services as assigned.
21. Distributes technology-related information to the user community.
22. Performs 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 with a specialization in network or cyber security, or an equivalent level of experience and training
- Microsoft 365 Certified: Endpoint Administrator Associate (required within 12 months of assignment to position)
- Microsoft Security, Compliance, and Identity Fundamentals Certification (required within 12 months of assignment to position)
- Apple Device Support Certification or equivalent level of experience and training (required within 12 months of assignment to position)
- Apple Deployment and Management Certification (required within 12 months of assignment to position)

Experience – the applicant must have

- 6+ years' experience in IT, including 5+ years' recent experience in a specialized Networking role and/or 5+ years in a specialized Information Security role. Experience supporting K-12 preferred
- 5+ years' design, implementation, and support experience (Networking and Security context) with cloud platforms such as Azure, AWS, iCloud etc
- Recent experience managing Palo Alto Firewalls and network VLAN configurations
- Demonstrated experience supporting MYED and SSDAS technical issues L1 training preferred
- Demonstrated experience managing projects and applying project management methodologies

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 supervision
- Demonstrated strong interpersonal, communication skills and presentation skills
- Demonstrated technical problem-solving skills and ability to learn new systems

Physically Fit – the applicant must be

- Physically capable of performing the job duties

Other – the applicant must

- Follow established practices and procedures, making recommendations as necessary
- Demonstrate tact, courtesy and discretion regarding information seen or heard in the course of duties

APPENDIX G

JOB EVALUATION

COVERING

SCHOOL DISTRICT NO. 79 (COWICHAN VALLEY)

(EMPLOYER)

AND

CANADIAN UNION OF PUBLIC EMPLOYEES LOCAL 5101

(UNION)

ADVICE OF RATING

EMPLOYEE NAME:	
JOB TITLE:	111 – Security System Support Specialist
LOCATION:	Tech Dept
EFFECTIVE DATE:	

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	8	3	3	3	4	3	1	3	3	2
Total Points	390										

RATING CLASSIFICATION: LEVEL

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