

TITLE: Help Desk Analyst  
SECTION: Resource Centre  
REPORTS TO: District Principal of Instruction and Technology Services or designate

Under the direction of the District Principal of Instruction and Technology Services, the Help Desk Analyst provides help desk services to users of information technology and administers related processes. The Help Desk Analyst provides system operator services involving the administration of computer accounts, electronic mailboxes, access security, and resource monitoring across district networks. The Help Desk Analyst also works with the BCeSIS Help Desk Coordinator to manage the 1701, Student Achievement Data Extract and SSDAS reporting needs for the school district.

DUTIES:

1. Providing help desk services, such as first-level response, problem-solving, technical guidance and remote support to users of information technology systems including student information (eg BCeSIS, SSDAS, 1701, SADE), financial systems, office productivity software and classroom instructional software.
2. Managing the Help Desk ticket system by assigning tasks as required. Prioritizing Help Desk tickets based on escalation needs.
3. Coordinate ministry data reporting in conjunction with the BCeSIS Help Desk Coordinator and other district data staff.
4. Producing reports from data collection systems used by the school district.
5. Maintaining various data sets contained in central system databases including staff and student demographic data, asset data, software licensing and other.
6. Maintaining portions of the district web content and related web services as assigned.
7. Distributing technology-related information to the user community.
8. Provide clerical and reception services for the Technology Department Staff.
9. Operates standard office equipment and provides first-line maintenance as required.
10. May on occasion, be required to perform other job-related duties as assigned.

## **QUALIFICATIONS:**

Education – the applicant must have completed

- Grade 12
- Supplemented by successful completion of courses in secretarial training of a duration of up to 12 months.

Skills – the applicant must have

- Familiarity with school-based data collections needed to meet District and Ministry requirements would be an asset.
- Proficiency with word processing, data bases and spreadsheet programs.
- Experience using BCeSIS to support daily school business processes (eg – attendance, reports, report cards, etc.) would be an asset.
- Working knowledge of a range of diagnostic utilities including Apple Remote Desktop and other remote control, diagnostic and monitoring utilities would be an asset.
- Experience maintaining web content for a large organization would be an asset.

Experience – the applicant must have

- Two years experience using computers in a mixed environment of Apple/and or Windows.

Other – the applicant must

- 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, priorities and meet changing workload deadlines with a minimum of supervision.
- Ability to maintain the confidentiality of sensitive information seen or heard.

**JOB EVALUATION**

COVERING

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

AND

**CANADIAN UNION OF PUBLIC EMPLOYEES LOCAL 606**

**ADVICE OF RATING**

EMPLOYEE NAME:	
JOB TITLE:	68 – Help Desk Analyst
LOCATION:	School Board Office
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	4	5	4	3	2	4	4	1	1	3	1
Total Points	321										

RATING CLASSIFICATION: LEVEL	13
------------------------------	----