

**SCHOOL DISTRICT No. 64 (Gulf Islands)**  
**Job Description**  
**Technical Support Specialist**

**SUMMARY**

Under direction, provides technology support services to all district sites. Identifies user needs, supports staff in the use of technology, provides timely and accurate troubleshooting for software issues, interacts with end-users to resolve technical issues, manages district cellphones, and provides tech ordering and inventory services for the district.

**DUTIES**

- Provides first level response for district technology requests
- Manages OS ticket system: receives requests, prioritizes technical issues and assigns tasks to appropriate team member. Ensures post resolution follow-up
- Troubleshoots and supports users to implement solutions including installing and upgrading software, implementing file backups, user account resets and configuring systems and applications
- Evaluates documented resolutions and analyzes trends for ways to prevent future problems
- Orders technology and maintains inventory of hardware, software and licenses
- Orders and ensures operability of district cell phones; reviews billing information and plans
- Performs other assigned comparable duties within the area of knowledge and skills required by the job description

**QUALIFICATIONS**

- Grade 12
- Two-year Information Technology program at an accredited post-secondary institution
- Minimum of five years recent and relevant experience in multi-platform environments
- Specialized relevant training, (e.g. Certification in Apple, Microsoft, Cisco, Linux, Palo Alto, Ruckus and/or network tools)
- Valid BC driver's license
- Working knowledge of loading/lifting techniques, sufficient strength and agility to perform a variety of manual tasks
- Documented evidence of exemplary interpersonal skills and ability to work independently and as a member of a team

Or equivalent combination of training and experience

**RELATIONSHIPS**

Responsible to Superintendent or designate

**APPROVED:**

On behalf of:  
School District #64 (Gulf Islands)

*Original signed by:*

Jesse Guy  
Secretary Treasurer

January 16, 2020

On behalf of:  
CUPE Local 788

*Original signed by:*

Larry Melious  
President

January 16, 2020

**Classification: Operations IV**

JJEC approved date: January 9, 2020