Job Description

Technical Services Department

IT SYSTEMS SPECIALIST

Nature and Scope of Work

An IT Systems Specialist shares responsibility, with the other members of the Technical Services Team, for the ongoing administration of all district network systems. The work requires a high level of technical and analytical skill and includes the development and maintenance of related IT practices and procedures. The work is accomplished in direct consultation with other members of the Technical Services Team, in particular the Foreman of Technology, Principal of Technology and, on occasion, with other departments.

The work involves the installation, administration, and maintenance of all district standard network operating systems and related computer equipment. The Technical Services team will decide collectively on the division of the existing workload based on areas of expertise. Each IT Systems Specialist will be responsible for maintaining user productivity in their assigned networked environments. Work also involves, as necessary, the installation, maintenance and repair of various related networking equipment and computer hardware.

An IT Systems Specialist must be able to function effectively in often stressful and sometimes urgent situations without supervision or direction and must have a demonstrated ability to know when to request assistance from other members of the Technical Services team as well as other tech support contacts and services.

It is understood that an IT Systems Specialist, because of the high level of access to confidential and personal information, will maintain the highest level of confidentiality in all activities.

Illustrative Examples of Work
1. Responsible for the day to day monitoring, maintenance, backup and documenting of all district network functions and activities in their assigned zones/areas as well as other zones/areas – e.g. when covering for absent colleagues.
2. Responsible for maintaining productivity in assigned specialty areas such as firewall, web server and software licensing.
3. Responsible for work schedule and time/resource management.
4. Works with other IT Systems Specialists to plan and assign team level work, to provide direction to each other, and to check work in progress and upon completion.
5. Main technical contact for all assigned schools and other zonal facilities.
6. Responsible for zonal hardware and software assessment, recommendation, and purchasing.

7. As a member of the Technical Services Team, researches designated and shared business systems, operations, and data needs, and makes recommendations for deployment of automated/technical solutions.
8. Collectively, with other team members, responsible for needs assessment for new district hardware placement and distribution.
9. In response to both important and urgent requests for assistance from network users, sets job priorities according to departmental standards, then troubleshoots issues accordingly and records significant related data in appropriate departmental tracking formats.
10. In consultation with various district administrators and network users, designs and plans specific network related or other projects and presents these to the full department for approval to implement.
11. Relies on facts and relevant information, rather than personal bias or opinion, to make good systems management decisions.
12. Sets up, installs, configures and, as required, upgrades assigned networks in conjunction with the rest of the team, or as part of a specific project.
13. Performs diagnostic and repair services on various network and computer hardware, as required.
14. Other related duties as assigned.

Required Knowledge, Abilities and Skills
1. Minimum 2 years experience in a variety of networking environments
2. Expert knowledge of Macintosh and Windows operating systems.
3. Strong analytical skills required to assess computer, network or software-related problems and devise solutions often with urgent need.
4. Strong independently motivated study skills – essential not only for keeping up with a constantly changing field but also for identifying solutions to current and future needs.
5. Strong team player with good project planning skills.
6. Excellent troubleshooting skills plus a demonstrated ability to make decisions and take action quickly and decisively in both independent and team endeavours.
7. Future thinker who likes the challenges of new and changing technologies and keeps focus on long-term vision.
8. Dedicated to customer service, complemented by strong interpersonal and communication skills.
9. Ability to plan work schedules and set work priorities in alignment with district goals and standards.
10. Adaptable, lifelong learner.
11. Good organizational and administrative skills.
12. Is trustworthy, a self-starter and an independent worker. Has proven ability to function well and work consistently without direction or supervision in often stressful and sometimes urgent situations.
13. Is prepared to travel throughout the district on an ongoing and as needed basis.

Training and Experience
1. Grade 12 plus Apple ACTC, MCSE certification or equivalent training and experience.
2. Minimum of two years demonstrated successful experience in one or more of the current district standard network operating systems.
3. Minimum 2 years experience in a similar position or demonstrated equivalency
4. Demonstrated competency in the fundamentals of network planning, installation, administration and maintenance.
5. Training or experience with Citrix would be an asset.

Licenses, Certificates or Registrations
Valid BC Class 5 driver's license

Accountability
Reports to Manager of Operations