

Christ the Teacher Catholic Schools

ROLE DESCRIPTION

	400 – PERSONNEL & EMPLOYEE	CODE:	AP 480.09
SECTION:	RELATIONS		
POSITION:	INFORMATION TECHNOLOGIST II (SUPERVISORY)		

1. **Immediate Supervisor:** Superintendent of Education

2. **Primary Function**

The Information Technologist II (Supervisory) provides technical guidance and leadership to other information technology personnel in the performance of network maintenance and implementation tasks, installation and maintenance of local area and wide area networks, installs and maintains file servers and serves as the expert for various network applications.

The Information Technologist II (Supervisory) trouble shoots reported problems on computer systems and associated peripherals, installs stand-alone machines and installs inter and intra departmental multi-user networks.

3. **Minimum Qualifications**

Some college courses in computer science, electronics, or related technical field, or a technical study program from a trade school or previous employer; and one (1) year technical experience diagnosing and resolving computer hardware and software problems and installing and maintaining personal computers and peripherals; experience dealing directly with customers; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

4. **Necessary and Special Qualifications**

Valid Saskatchewan driver's license and insurability required.

5. **Knowledge, Skills and Abilities**

- 5.1 Knowledge of configuring and maintaining client workstations and servers in a LAN/WAN network environment.
- 5.2 Ability to establish and maintain effective professional working relationships with administration and employees.
- 5.3 Ability to communicate effectively both orally and in writing; ability to prepare technical reports, memorandum, and documentation from raw data; to follow and develop complex oral and written instructions.
- 5.4 Ability to stay abreast of and analyze advancements and trends in the microcomputer industry and make recommendations for changes and improvements to systems and/or programs when advisable.

- 5.5 Ability to stoop, kneel, bend, and reach when working with personal computer equipment, peripherals, and associated electronic network equipment and to lift fifty (50) pounds unassisted.
- 5.6 Visual acuity and perception required for operating a motor vehicle and working with computer hardware and software.

6. Performance Responsibilities

- 6.1 Assumes sole responsibility for all aspects of a specific application/system.
- 6.2 Serves as the point of contact for all issues, coordinates implementation and maintenance issues.
- 6.3 Assumes sole responsibility for assigned enterprise wide maintenance procedures such as daily backup of file servers and networked workstations.
- 6.4 Serve as mentor to technical support staff on all network related aspects of the Division's technology architecture.
- 6.5 Implements security policies and Division networks.
- 6.6 Determines the nature of problems (i.e. hardware, software, network, or user).
- 6.7 Diagnoses hardware problems to the defective device and initiate repair.
- 6.8 Delivers or arranges for pickup and delivery of hardware equipment to appropriate repair vendor when on-site repair is not possible.
- 6.9 Tracks hardware repairs and tests repaired equipment prior to returning to service.
- 6.10 Initiates purchase of replacement equipment when hardware repair is not possible.
- 6.11 Determines whether software problem is caused by set-up; bug in program, defective copy resident on hard disk or other media error, user error, or a lack of user training. Initiates appropriate corrective action for software problems or refers to appropriate software expert.
- 6.12 Effectively communicates user errors and explains steps to avoid similar problems in the future.
- 6.13 Works with school administrators and instructional staff to ensure timely installation of computer systems including both stand-alone machines and multi-user networks.
- 6.14 Installs microcomputers, networks, associated peripheral equipment and ensures proper set-up, operating system, application software, and associated upgrades.
- 6.15 Assures all installations are in accordance with manufacturer's specifications.
- 6.16 Assists in planning for both new and replacement equipment and software purchases.
- 6.17 Installs client workstations (including installation/configuration of TCP/IP settings, email client software, Internet browsers in an environment with proxy and firewall servers, and network printers) and maps network drives and resources.
- 6.18 Disassembles systems and networks and relocates as required.
- 6.19 Suggests ways to improve service or reduce costs relating to using computers in the Division.

- 6.20 Provides demonstrations and hands-on training on computer related topics to administrative staff as required.
- 6.21 Performs preventive maintenance as needed to include the advising and training of onsite personnel in proper maintenance procedures.
- 6.22 Supervises, plans, and directs the activities of computer maintenance & support staff.
- 6.23 Marks equipment with school division inventory tags.
- 6.24 Performs other duties as assigned.

7. Terms of Employment

- 7.1 Twelve (12) months a year.
- 7.2 Working Hours – 7.5 hours per day.
 - 7.2.1 8:30 AM to Noon
 - 7.2.2 1:00 PM to 5:00 PM

8. Confidentiality

At no time should the Information Technologist discuss in public information pertaining to employees, students or the operation of the school division. The Information Technologist is expected to respect the confidential nature of their position by avoiding discussion about any topics that are not formally communicated to the public by the administration of the school or the school division. Breaching confidentiality is a serious violation of acceptable conduct and The Local Authority Freedom of Information and Protection of Privacy Act.

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