

## IDENTIFICATION

Department	Position Title	
Aurora College	Information Technology Technician	
Position Number	Community	Division/Region
91-12961	Yellowknife	Corporate Services & Administration

## PURPOSE OF THE POSITION

The Information Technology Technician (“Technician”) primarily provides onsite and remote technical support to Aurora College students and staff. This position is the first point of contact for tier 1 user support related to network infrastructure connectivity, navigation of and access to the information systems, email system, licensed software, and other technology critical to the operations, including audio/video conferencing and reprography technical support. The incumbent is also responsible for creating training tools and providing training for students and staff related to hardware/software use, account access and security.

## SCOPE

The Technician reports directly to the Information Technology Analyst and is located in Yellowknife. The incumbent supports Aurora College staff, students, Junior IT Technician(s), and operations by providing technical support and training for Aurora College's information systems and network infrastructure. The Technician typically provides tier 2 IT helpdesk support via requests/issues escalated from the Junior IT Technician (tier 1) but may also be a first point of contact for staff and students.

The incumbent is expected to provide rapid response support college-wide, including all three campuses, 21 community learning centres, and students learning remotely. Failure to provide these services will have a direct impact on the ability of all staff to fulfil their roles in the delivery of campus and regional programs, and on the ability of students to have a successful learning experience. In performing the responsibilities, the incumbent must interact professionally with others and exercise good judgment in determining how best to prioritize and solve IT issues. Poor decisions affect the quality and reliability of the College's information systems, which deliver essential information to management for the decision-making process and could place a financial burden on the College as a whole.

The incumbent must work within the context of the College's mission, vision, goals and policies of Aurora College and the GNWT to ensure the information systems, network infrastructure, and related equipment are properly administered, supported and maintained.

## **RESPONSIBILITIES**

### **1. Provides tier 2 IT user-support services.**

- Identifies and resolves escalated (tier 2) hardware/software or network problems and consults with staff, vendors, or other resources as necessary.
- Develops and/or supports software curriculum, applications, special equipment usage, etc.
- When required, provides first level (tier 1) desktop application support to various College users.
- When required, provides training workshops and/or one-to-one training sessions to faculty/staff.
- Creates user manuals.
- Oversees day-to-day operation of the computer labs.
- Coordinates all computer lab related activities and scheduling.
- Maintains log-books of IT issues/events and keep records of maintenance work and repairs.
- Ensures compliance to licensing standards, copyright legislation and current user regulations.
- Acts as a liaison for faculty/staff to identify and develop hardware and software requirements for the student computer labs.
- Identifies specifications required for upgrades to equipment and/or facilities.
- Oversees and/or facilitates orientation sessions for new users.

### **2. Supports IT infrastructure and networks.**

- Installs, configures, and maintains all common lab facilities at the campus, associated CLCs, and ARI offices.
- Evaluates, maintains, and secures the network on an ongoing basis.
- Assists in the daily operational support of the College networks and associated internet connectivity.
- Monitors data communication networks and connectivity between multi-vendor platforms devised on networks.
- Assists with design of network architecture, including hardware and software technology, site locations and integration of technologies.
- Maintains an up-to-date asset tracking system of all computer hardware/software and related assets purchased by the campus, associated CLCs, and ARI offices.
- Services of lab equipment and other computer equipment as required.
- Prepares requests for purchasing as and when required.

### **3. Supports and implements IT security measures.**

- Supports and implements security measures to protect student data, college computing resources, and ensure compliance with College/GNWT acceptable use policies and regulations.

- Implements disaster recovery plans as needed.

#### **4. Contributes to the effectiveness, safety, and reputation of the College.**

- Upon request, creates reports, analyses, budgets, and/or briefings in support of department operations.
- Complies with all institutional policies and applicable legislation.
- Provides input and pertinent information to others for new projects, initiatives, and future training plans as required. May undertake special projects, as assigned by the supervisor.
- May support, or provide input to, events and presentations that promote Aurora College's activities, programs, and offerings to others. Acts as an ambassador by promoting Aurora College's programs and image.
- Escalates safety concerns to supervisor.
- Fosters a supportive learning/working environment and assists other staff/faculty as needed.
- Attends team-building functions and regular department meetings, which may be face-to-face or virtual. At times, the incumbent may be asked to chair or take minutes at meetings.
- Participates in an appropriate share of institutional service assignments, such as participating in committees.
- Documents professional development plan and required training needs.

### **WORKING CONDITIONS**

#### **Physical Demands**

This position installs a variety of IT equipment, which requires lifting heavy objects and working in awkward positions or confined spaces. Once a year receives a large volume of electronic shipments weighing 5-30 lbs. Occasional movement of equipment in excess of 50 lbs., which is completed by two staff.

#### **Environmental Conditions**

This position can be exposed to noise from servers contained within a single room and other IT equipment.

#### **Sensory Demands**

No unusual demands.

#### **Mental Demands**

This position would require occasional travel, generally one-two day trips, two to three times per year.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Strong research, analytical and trouble shooting skills to solve problems ranging from simple to complex.

- Current knowledge of desktop computer hardware, software, operating systems, networks, and server hardware.
- Knowledge of a wide variety of software including Microsoft Office Suite, graphic design, email and Internet browsers.
- Knowledge of office equipment, audio/visual, video-conferencing, and other media equipment.
- Experience in the planning and delivery of training/workshops/seminars to adults in the use of computers.
- Excellent communications skills both oral and written, to generate confidence in solutions offered and technical advice given to staff.
- Effective organization and planning skills.
- Knowledge of pertinent College policies, procedures and regulations, copyright law and software licensing agreements.
- Ability to work both as part of a team and with individual staff/students.
- Ability to work effectively with minimal direction and supervision.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

A grade 12 education, certificate in computer science, and 3 years IT support experience in a Windows environment.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**Position Security** (check one)

No criminal records check required  
 Position of Trust – criminal records check required  
 Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

French required (must identify required level below)  
 Level required for this Designated Position is:  
 ORAL EXPRESSION AND COMPREHENSION  
 Basic (B)  Intermediate (I)  Advanced (A)   
 READING COMPREHENSION:  
 Basic (B)  Intermediate (I)  Advanced (A)   
 WRITING SKILLS:  
 Basic (B)  Intermediate (I)  Advanced (A)   
 French preferred

**Indigenous language:** Select language

Required  
 Preferred