



South Slave Divisional Education Council

IDENTIFICATION

Department	Position Title	
South Slave Divisional Education Council	Computer Technician	
Position Number	Community	Division/Region
99-6847	Hay River	South Slave

PURPOSE OF THE POSITION

The Computer Technician is responsible for providing technical support for computer programs and computer and network maintenance in South Slave educational facilities.

SCOPE

Located in Hay River, the Computer Technician reports to the Manager, Information Systems and Technology Services and will be required to service and maintain computer operation and equipment for the eight schools in Hay River, Kat'odeeche First Nation, Fort Resolution, Fort Smith and Łutselk'e, and any South Slave education magnet facility classrooms in Hay River and Fort Smith, in addition to the central office in Fort Smith.

The Technician will be required to work with Teachers, Principals, School secretaries and central office staff. The Technician will assist in the acquisition of new hardware and software as well as ensuring proper documentation and submission of related financial reports as required. Extensive travel is required to provide technical services on-site, in classrooms and educational offices.

The incumbent will interact in person, by electronic mail and by telephone on a daily basis with South Slave Divisional Education Council staff, other government departments and non-government agencies to assist all Council staff with the functionality and operation of the various software applications utilized by the central office and schools. A working knowledge of the Council's telecommunications resources is necessary, as it is an integral part of the communication system.

Decisions made by the incumbent can impact the whole operation of the SSDEC and its schools. Many decisions have a direct impact on the integrity of the data and information as well as the security, availability and capacity of the systems. Failure of these systems would seriously impact the staff and students of the SSDEC.

The incumbent will experience the pressure of scheduling to meet the deadlines and the daily needs of the schools, and the overall goals identified by the Superintendent / DEC and will be required to manage interruptions and disruptions in schedule and to be flexible in the execution of duties. There may be situations where clients who are anxious for the resolution of their issue may be demanding. The incumbent may experience irregular and extended working hours.

The Computer Technician will be required to travel (drive car and air travel) which may include driving up to three hours at a time, or during inclement weather.

RESPONSIBILITIES

1. Provide technical support to schools.

- Respond to requests for hardware, software, telecommunications and data communications and support from staff.
- Install computer systems, hardware and software applications at schools and regional office.
- Liaise with Principals, Teachers, support staff and central office staff on systems issues.
- Provide user software support.
- Provide technical expertise on hardware and software upgrades and requirements to staff.
- Work with computer support persons in schools as it pertains to computer systems.
- Work with and assist Principals in determining the best use of technology for the education of students.

2. Plan and identify priorities in the repair and maintenance of computers located in the classrooms, school labs and administrative areas.

- Manage, maintain, modify and provide technical expertise for personal computers, tablets, Chromebooks, interactive whiteboards, servers, printers, backup devices, facsimile and photocopiers, scanners and other related media equipment.
- Research/analyze (trouble-shoot) systems problems and make necessary changes/upgrades.
- Physical repair of existing equipment, including ordering and installation of replacement parts.
- Execute appropriate action/activities as they apply to problems identified.
- Work with specialized technical personnel when necessary.
- Maintain an up to date hardware and software inventory.

3. Operate and maintain networked computer systems in schools and educational offices to ensure network and information / communications / electronic systems / equipment function efficiently and effectively for daily operations.

- Develop and maintain Local Area Networks (LANs) and wireless networks.
- Set up and maintain server hardware, software and peripherals.
- Manage, maintain, modify and provide technical expertise for routers, hubs, switches, wireless access points and other related networking equipment.
- Provide in-service to staff at the board and school level on effective use of the GNWT Digital Communication Network (DCN).
- Provide server administration.
- Document LAN installations.
- Provide applications support in the use of internet/intranet systems in the region.
- Maintain electronic mail and collaboration systems for the region.
- Maintain appropriate user access limits for and coordinates electronic mail system; adding and deleting users as required.
- Provide assistance and coordination to schools in the development of web pages and/or sites.
- Assist with the development and maintenance of the SSDEC web site.

4. Ensure security and contingency measures are in place.

- Ensure that computer data and application program backup systems on computers and servers are in place and working properly.
- Ensure that users have the proper access rights to data and applications by using Usernames, User IDs and passwords.
- Ensure that virus protection programs are running and upgraded on all computer systems.
- Install, configure and maintain security software at each of the sites.
- Monitor and maintain surge and UPS systems for servers, computers, peripheral and other technical devices.

5. Provide technology-related training to all staff to maximize full use of technology resources available within the South Slave Divisional Education Council.

- Provide in-service to teachers on the use of computer technology in their classrooms and computer labs.
- Develop professional development plans based on identified needs.
- Coordinate delivery of professional development.
- Provide application-specific training at a site or district level.
- Provide information to users on the proper use and maintenance of software/hardware.

6. Provide recommendations as to the SSDEC's technological needs and requirements as standards change.

- Participate in the preparation and implementation of the BDDEC Technology Plan.
- Remain current on changes in computer technology regarding both hardware software.
- Identify and research new, emerging technologies that could be incorporated into the SSDEC's existing IT plan.
- Perform systems analysis and evaluations and report on or make recommendations to the Supervisor regarding system requirements.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The work environment includes classrooms which may be noisy and distracting.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of computer hardware and peripheral installation and maintenance; local and wide area network installation and maintenance; server installation and maintenance; software and operating systems installation, maintenance and administration; telecommunications and e-mail maintenance; and communications systems protocols.
- Knowledge of security and privacy controls and the ability to recognize and mitigate risk.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining client privacy and confidentiality.
- Ability to install, maintain and administer information technology infrastructure.
- Knowledge and skills with the following systems or their updated equivalents:
 - Disk Operating Systems: Apple, Macintosh, and Windows
 - Network Operating Systems: Windows Server, and Active Directory
 - Network Types: Peer-to-Peer, Client/Server
 - Protocols: Ethernet, TCP/IP, DNS, DHCP
 - Software: Microsoft Office, email, Help Desk Software, Adobe, Internet Explorer, Safari, Firefox and Chrome
- Communication and interpersonal skills (oral, written and presentation skills) and the ability to explain technical issues using appropriate terminology based on the audience.
- Ability to complete tasks / projects on time through the routine planning of own work and organization of resources.
- Analytical and problem solving skills.
- Organizational, time management and decision making skills.
- Attention to detail and accuracy skills, and the ability to prioritize work.
- Skills relating to working collaboratively and cooperatively as an effective team member to achieve group and organizational goals.
- Ability to engage in continuing education and skill development.
- Ability to conceptualize, plan and effectively implement a change initiative throughout the organization.

- Ability to use knowledge of IT theory or of past trends or situations to look at new problems; including applying and modifying complex learned concepts of methods.
- Ability to listen, understand and respond effectively to other people, and to help or serve people to meet their needs.
- 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:

The completion of a Computer or Information Systems diploma / certificate and two (2) years of relevant experience such as application and systems analyst experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Valid NWT Driver's license and the ability to drive and travel extensively by car and plane.

Position Security

- ☐ 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