



# *Provincial Job Description*

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**TITLE:**  
**(057) Information Technology  
Technician**

**PAY BAND:**  
**13**

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**FOR FACILITY USE:**

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**SUMMARY OF DUTIES:**

Provides help desk and on-site technical maintenance and support for all computer systems and network users. Deploys new hardware and software. Ensures network security is maintained.

**QUALIFICATIONS:**

- ◆ Computer Systems Technology diploma

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Advanced computer skills
- ◆ Communication and interpersonal skills
- ◆ Analytical, problem solving and decision making skills
- ◆ Valid drivers license, where required

**EXPERIENCE:**

- ◆ Previous: No previous experience.

## ***KEY ACTIVITIES:***

### **A. Maintenance, Troubleshooting and Problem Solving**

- ◆ Provides end users with hardware and software maintenance and support (e.g., help desk and on site).
- ◆ Ensures network security is maintained.
- ◆ Troubleshoots hardware/software problems.
- ◆ Investigates/analyzes reported problems.
- ◆ Prioritizes competing problems.
- ◆ Researches and implements solutions to problems.
- ◆ Documents all support calls/requests and action(s) taken.
- ◆ Sets up and maintains network accounts.
- ◆ Provides back-up services (e.g., tape retrieval and distribution, maintenance of backup records and tape storage).

### **B. Installation/Upgrading Computer Equipment**

- ◆ Researches new hardware and software applications.
- ◆ Certifies and tests new hardware/software applications.
- ◆ Coordinates deployment of computer equipment.
- ◆ Configures computers with a wide variety of software.
- ◆ Performs data transfer from computer to computer.
- ◆ Maintains records of all new installations/moves, including hubs, switches, closets, etc.
- ◆ Upgrades software and hardware.

### **C. Training**

- ◆ Provides training for staff, management and co-workers.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

*Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.*

***Validating Signatures:***

***CUPE:***

***SEIU:***

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***SGEU:***

***SAHO:***

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***Date: 2005***

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