



Provincial Job Description

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

PAY BAND:
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FOR FACILITY USE:

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:

SGEU:

SAHO:

Date: 2005

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