

Posted on: May 24, 2023 at 9:00am

CUPE#3680 – SL2023

Position: **ICT Computer Technician – Permanent**

Location: **Board Offices**

Hours of work: **35 hours/week**

Salary: **\$27.24/hour**

Effective: **July 24, 2023**

Note

Please refer to the attached job description for further information.

Qualifications

- Post-secondary two (2) year diploma in Information Technology.
- Minimum of two (2) years work-related experience.
- Working knowledge of Microsoft, MS Office Suite and Teams
- Must possess a vehicle and a valid driver's license.

Send application and curriculum vitae no later than:

Wednesday, May 31st, 2023 by 4:00pm

e-mail: hr@cdsbeo.on.ca | fax: (613) 258-3610

CDSBEO is committed to providing an inclusive, accessible and barrier-free workplace. If you will require an accommodation during the job selection process, please let us know and we will work to meet your needs.

A. Job Identification:

Title: **ICT Computer Technician**

Department: **ICT (Information and Communication Technology)**

Immediate Supervisor: **Supervisor of Information and Communication Technology**

B. Job Summary:

Under the direction of the Supervisor of Information and Communication Technology, the Computer Technician is responsible to provide support in all areas of information technology and telecommunications, including configuration, maintenance, monitoring and troubleshooting with technical issues and Assistive Technology Programs. This position will provide on-site and remote support to schools. The emphasis will be on providing remote support whenever possible.

C. Duties and Responsibilities:

- Configure, install, modify, maintain computer equipment, operating systems and computer software for all networked and non-networked computers.
- Diagnose hardware and software issues.
- Review and resolve IT Helpdesk requests.
- Prioritize and escalate issues, as necessary.
- Assist end users by handling questions and concerns in a professional manner.
- Follow up via email or phone call on outstanding tickets.
- Responsible for performing initial diagnosis and resolving the issues in a timely manner.
- Install, modify and maintain computer cabling.
- Provide a preventative maintenance program for computer equipment.
- Repair computer equipment.
- Prepare for shipment equipment that cannot be repaired in-house.
- Instruct users as to the proper operation of computer equipment and Assistive Technology software.
- Assist in the preparation and distribution of operating system files.
- Assist in the programming of computer software and inform users of availability.
- Receive, process and place telephone calls.
- Perform other duties as assigned which are unplanned and of a transient nature and are consistent with the above job summary and duties.

D. Qualifications:

- Post-secondary two (2) year diploma in Information Technology.
- Minimum of two (2) years work-related experience.
- Working knowledge of Microsoft, MS Office Suite and Teams
- Must possess a vehicle and a valid driver's license.