



ITL Support Specialist

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OVERVIEW

Under the direction of the Vice Principal of Information Technology for Learning (ITL), the ITL Support Specialist (ITSS) provides technical support to school district staff, typically from the Help Desk. The position provides user account administration, installs and configures computer software, configures hardware systems, diagnoses and documents software and network related problems on a variety of platforms and operating systems. The ITSS is responsible for supporting staff in their use of current and new technologies and ensuring that the computers and systems are functional and accessible at all times to the staff and students in their assigned schools.

The position works in an environment of varied applications running on a wide range of computers and operating systems and supports both current and legacy technologies.

POSITION DESCRIPTION ITL Support Specialist

ITSS - 1

Investigates, diagnoses and resolves technical problems related to end user devices, user accounts, network connectivity (from both wired and wireless networks), software applications and computer hardware to ensure technology devices are functional and ready to be used by students and staff

ITSS - 2

Configures, installs, and administers a variety of software applications and client tools across different platforms and ensures that different computer technologies work in conjunction with each other to create a cohesive system that responds to staff and student demands

ITSS - 3

Provides user account administration to various systems for District staff and ensures that proper permissions and access rights are granted

ITSS - 4

Receives and evaluates all new problem tickets in which to verify the accuracy and completeness of the problem or request reported and determine the appropriate ticket priority, category and assign to appropriate IT staff member

ITSS - 5

Promotes and maintains district standards of software, hardware and technical procedures for supporting technology in meeting school demands and reports exceptions outside of the district standard

ITSS - 6

Supports staff in improving their technical literacy and classroom management capabilities through the transfer of knowledge and skills in one-on-one and small group settings

ITSS - 7

Creates and maintains technical documentation for users and IT support staff, including manuals and user guides and ensures they are accurate, up-to-date and properly stored and distributed

ITSS - 8

Facilitates the collection and replacement of end user devices

ITSS - 9

Supports and trains District staff in the use of specialized applications, such as the Student Information System

ITSS - 10

Re-images computers, sets up (connects) and dismantles collections of devices, and troubleshoots printer problems

ITSS - 11

Promotes and supports District policies regarding appropriate use of technology in schools

ITSS - 12

Transports equipment and travels between schools and responds to differing priorities of technical issues that may be time sensitive

ITSS - 13

Attends District support meetings and remains current with District supported technology trends to be able to effectively support staff with new and existing resources

ITSS - 14

Works very closely with other ITL staff in escalating challenging problems and responding to high priority service level requests

ITSS - 15

Lifts and moves materials and equipment up to 18kg (40lbs)

ITSS - 16

Performs other assigned comparable or transient duties which are within the area of knowledge and skills required by this job description

**QUALIFICATIONS
ITL SUPPORT SPECIALIST**

EDUCATION	<p>TECHNICAL REQUIREMENTS</p> <p>Two (2) year post secondary diploma in Computer Sciences from an accredited college or university</p>
EXPERIENCE	<p>TECHNICAL REQUIREMENTS</p> <p>Two years full-time experience in an equivalent position within the IT industry</p> <p>Or an equivalent combination of education and experience.</p>
KNOWLEDGE	<p>Broad knowledge of end user devices, software applications and operating systems and platforms</p> <p>Broad knowledge of educational software support requirements for classrooms</p> <p>Broad knowledge of educational computer software systems</p> <p>Thorough knowledge of configuring and operating/supporting a variety of computer hardware and related devices</p> <p>Thorough knowledge of District policies and regulations and legislative requirements that impact area of responsibility</p> <p>JOB SPECIFIC REQUIREMENTS</p> <p>Familiarity with a variety of systems and their compatibility to hardware</p> <p>Experience with appropriate software applications including the following:</p> <ul style="list-style-type: none"> • Microsoft Suite of Tools and Applications • Google Cloud G Suite • Internet Browsers • Graphics Applications • Enterprise Management Tools • Operating Systems • Student Information Systems

<p>SKILLS AND ABILITIES</p>	<p>TECHNICAL REQUIREMENTS</p> <p>Ability to support district standard computer systems</p> <p>Ability to learn and adapt to rapidly changing technologies</p> <p>Ability to write concise, well-structured technical manuals and end-user guides</p> <p>PROBLEM SOLVING REQUIREMENTS</p> <p>Ability to work independently with minimal supervision</p> <p>Ability to organize and prioritize high volumes of work, often under the pressure of multiple demands and interruptions; Problems not resolved quickly and efficiently may impact the teacher’s lesson plan and student learning</p> <p>Ability to creatively problem solve and deal with requests and convey technical information in user terms</p> <p>Ability to give recommendations, guidance and instructions in a positive and constructive manner</p> <p>INTERPERSONAL REQUIREMENTS</p> <p>Customer service focus – professional, calm and supportive</p> <p>Effective written, listening and oral communication skills and the ability to request and convey information in an appropriate manner</p> <p>Ability to relate well to staff, students and parents</p> <p>Appropriate use of tact and courtesy when explaining and exchanging ideas, data and information</p> <p>Ability to work under terms of confidentiality</p>
<p>WORKING CONDITIONS</p>	<p>OCCUPATIONAL REQUIREMENTS</p> <p>Valid driver’s license and a personal vehicle for travel to various school district locations</p> <p>Sufficient mobility, vision and hearing to perform related job</p>

	<p>duties</p> <p>Able to lift up to 18 kg (40 lbs) and operate related equipment</p> <p>Able to perform related physical and mental activities</p>
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Reviewed: February 28, 2019 / Effective: February 3, 2017