

**PLEASE POST ON STAFF BULLETIN BOARD**

**CUPE LOCAL 1328 POSTINGS**

<u>POSTING NO.</u>	<u>POSITION</u>	<u>DEPT./SCHOOL</u>	<u>SALARY RANGE</u>
OC2012-060	IT Technician (Technical Support)	Technical Services Department	Grade 7 \$2,074.19 to \$2,363.37

**PLEASE NOTE: This is a one year temporary position with the possibility of an extension.**

**Criteria for an Interview**

- Three-year college diploma in Computer Technology or Engineering or equivalent qualifications and experience
- Microsoft Certified Systems Engineer (MCSE), A+ and Network+ certifications
- Minimum one (1) year of work related experience in a hardware and software technical support role for a highly complex, multi-location enterprise environment
- Strong analytical, problem-solving and troubleshooting skills to provide solutions to hardware and software problems on desktop computers and servers and ability to understand the business impact
- Knowledge of a wide range of desktop computer hardware technology, peripherals and servers
- Demonstrated high-proficiency skills, knowledge and experience with Windows operating systems (Windows 7/XP and Windows 2008 Server), Apple Mac OS (9.x/10.x), Microsoft Office applications, VPN networking, school administrative applications (SAP, Trillium, etc.), academic software applications, class management interface (Visual Casel) and IT security best practices
- Knowledge and skills with TCP/IP (subnets, VLANs, ports), DNS, WINS, DHCP, Firewalls, network switches, structured network cabling
- Excellent interpersonal skills with demonstrated success working in a client service environment
- Strong prioritization and time management skills and desire to continue learning new technology
- A valid Ontario driver's license and access to a vehicle is required for travel to schools and other Board sites

**Major Duties and Responsibilities**

The primary function of this position is to provide end-user hardware and software technical support at schools and other Board sites.

- Install, configure, maintain, problem determination and troubleshoot Windows desktop operating system based computer hardware, peripherals and software applications and Apple Mac based computers and software applications
- Provide on-site and telephone technical support problem determination, resolution, documentation (HEAT trouble tracking system) and escalation to next level appropriate technical support
- Perform software installation, setup, configuration, release upgrades, security patches, migrations and software maintenance of school administrative and academic software applications
- Knowledge and skills with the class management interface (Visual Casel) and working understanding of Active Directory group policy objects and their integration with the desktop computer configuration and software applications
- Create, update and maintain Windows desktop workstation build images for varied desktop computer configurations
- Perform troubleshooting, diagnosis, testing, repair, upgrades and installation of desktop computer hardware, accessories and peripherals
- Installation, problem determination, troubleshooting and maintenance of Windows Server operating system based server hardware and software, TCP/IP networking devices and data/telephone communications equipment
- Perform other duties as required

WRITTEN APPLICATION REFERRING TO POSTING NUMBER, LOCATION AND POSITION MUST REACH **MARGHERITA DECESARE, SUPERVISOR, SUPPORT SERVICES, HUMAN RESOURCES DEPARTMENT, CATHOLIC EDUCATION CENTRE, 80 SHEPPARD AVENUE EAST, NORTH YORK, ONTARIO NOT LATER THAN WEDNESDAY, JULY 4, 2012.**

**PLEASE NOTE:** RESUME AND ANY PERTINENT SUPPORTING DOCUMENTATION ARE REQUESTED. A SKILLS ASSESSMENT WILL BE NECESSARY FOR THOSE SEEKING A PROMOTION.