



APPLICATIONS ARE INVITED FOR THE POSITION OF

INFORMATION TECHNOLOGY REPAIR TECHNICIAN – TECHNICAL SERVICES CUPE LOCAL 1328 OFFICE, CLERICAL AND TECHNICAL EMPLOYEES

**Salary Range - \$2,080.83 - \$2,338.37 Biweekly
(Inclusive of Benefit and Pension Plan Entitlements)**

Our Vision

At the Toronto Catholic District School Board, we transform the world through witness, faith, innovation and action. Servant-leadership that is visionary, empowering and inclusive is a fundamental characteristic of our Board. We seek colleagues who demonstrate a powerful personal mission and commitment through action to these principles. We are committed to fairly and objectively recruiting and selecting leaders and staff who are excellent role models, visionary and innovative, student-focused, committed to diversity, inclusion and equity and are also collaborative in building a Catholic community.

PLEASE NOTE: THE WORK YEAR FOR THIS POSITION IS 12 MONTHS

QUALIFICATIONS:

- Three (3) year college diploma in computer-related discipline, or equivalent qualifications and experience
- A+ certification
- One (1) year of experience in troubleshooting and repairing PC and Apple, hardware and other peripheral equipment, including printers, tablets (Windows, Android, Chrome and iPads), cell phones and fax machines
- Proven ability to investigate and diagnose computer equipment malfunctions, determine cause of error and perform corrective repair to fix the problem
- Working knowledge of the use of computer and electronic diagnostic test equipment, tools and utilities
- Experience working in Microsoft Windows XP/7/8/10, Apple Mac OS 9.x/10.x, iOS 7.x/8.x/9.x/10.x, Chromebooks and Android environments
- Excellent client service skills and ability to understand the business impact of technology problems
- Experience working in a team environment and willingness to train other staff
- A valid Ontario driver's license is required and employee must have access to a vehicle for travel to schools and other Board sites and transporting computer equipment

DUTIES:

Reporting to and under the direction of the Supervisor(s) – Field Technical Support, the primary function of this position is to repair computer equipment (e.g. PC and Apple desktop, laptop computers, monitors, etc.) and peripheral equipment (e.g. printers, faxes, etc.)

- Perform on-site computer hardware troubleshooting, diagnosis, testing and corrective repair
- Install, replace and repair electronic components of computer and peripheral equipment
- Perform computer hardware system builds and assembly, configuration and troubleshooting
- Perform a variety of duties that assist in the repair/modification of computers and peripheral equipment such as installing various software, upgrading computers by purchasing parts such as

system board, memory, associated peripherals etc. and replacing parts, loading software and checking that the machine works

- Perform initial installations or upgrades of computer hardware such as memory, floppy drives, hard drives, CD/DVD drives, etc.
- Install Microsoft Windows XP/7/8/10 and Apple Mac OS 9.x/10.x on desktop/laptop computers
- Investigate, troubleshoot and resolve system problems related to Windows or Apple based computers
- Install and troubleshoot OESS (Ministry licensed) and other software applications supplied by the school or ICT (Information and Communication Technology) departments
- Determine, document and escalate problem reports in the Help Desk tracking system
- Assist IT Technicians in Windows 2003/2008/2012 network services/applications and data/telephone communications
- Tracking and safekeeping of computer equipment under repair and supplied service parts
- Assist with the requisition, inventory and RMA of replacement service parts and materials
- Lifting, carrying and moving of computer equipment
- Maintaining a current/up-to-date knowledge of all aspects of the technical field by taking courses, reading material, etc.
- Perform other duties as required

Diversity and Inclusion

Consistent with the TCDSB's Employment Equity policy and Multi-Year Strategic Plan, the TCDSB is strongly committed to fostering and creating a diverse and inclusive workplace that reflects the stakeholders and communities we serve. As such, we welcome and encourage applications from candidates who self-identify as visible minorities, persons with disabilities, aboriginal peoples and women. You are invited to voluntarily indicate if you identify as one or more of the aforementioned communities. This information will be kept confidential.

Barrier-Free Recruitment and Selection

TCDSB embraces the principles of the Accessibility for Ontarians with Disabilities Act (AODA) and as such, is committed to creating an inclusive, barrier-free recruitment and selection process. Please inform the Human Resources department at the time of your application of any requirement for an accommodation. The need for documentation to support the accommodation will be requested as required prior to the implementation of any accommodation measures.

Interested applicants are asked to submit a completed résumé, cover letter, and any related educational documents, and reference letters, no later than **Thursday, December 16, 2021**. Failure to complete a full package may impact your eligibility for an interview.

Applications are to be submitted online through ApplyToEducation at:

https://network.applytoeducation.com/Applicant/AttJobPosting.aspx?JOB_POSTING_ID=c98fb990-517d-46b9-b4bb-9a8515115b7a

We thank all applicants, however, only those selected for further consideration will be contacted.

Please note, candidates selected for an interview will be required to provide original applicable education documents.

The Government of Ontario has implemented a COVID-19 immunization disclosure requirement for all publicly funded school board staff. Please be aware that all successfully recruited candidates will be required to complete TCDSB's COVID Attestation Declaration once hired. All new hires who are not immunized against COVID-19, will be required to undertake regular rapid antigen testing. Please note, you are not to forward proof of vaccination or medical exemption information at this time.