



School District #54 (Bulkley Valley)  
JOB DESCRIPTION

TECHNOLOGY DEPARTEMENT – INFORMATION TECHNOLOGY SUPPORT

**SUMMARY:**

Reporting to the Director of Information Technology Services or designate, the Support Specialist provides technical advice, services, installs, alters, repairs, and maintains District computer hardware and software while protecting the integrity and confidentiality of District information.

**DUTIES:**

- Installs, troubleshoots, repairs and maintains all school and district network equipment, computers, software and other related electronic systems/equipment
- Dissemination of information to the district employees or public
- Maintains and increases understanding of current and emerging technologies
- Keeps up-to-date of developments in technology, masters various operating systems and supports District users in the use of technology
- Trains and assists district employee on the use of District software
- Recommends purchases of District computer equipment and software
- Loads and unloads vehicles; transports materials and equipment as required
- Performs all duties with a level of interpersonal skills appropriate to the position
- Maintains the confidentiality of sensitive information seen or heard
- Ability to work as a team member to fulfill the District technology needs, and take such training as is appropriate and available
- May be required to perform other assigned comparable duties which are within the scope of knowledge, skills and abilities required by this class specification

**QUALIFICATIONS:**

- Completion of Grade 12 (Dogwood Certificate)
- One-year certificate in Information Technology, or an equivalent combination of training and work experience
- Ability to communicate effectively using courtesy, tact and discretion in contacts of a difficult, sensitive or specialized nature
- Ability to manage multiple tasks with possible conflicting priorities and interruptions in a professional manner
- Ability to carry out and perform work schedule with minimum supervision
- Experience with office software and equipment
- Ability to load and configure software and resolve software conflicts
- Ability research problems using a variety of sources
- Ability to install and troubleshoot peripheral equipment
- Ability to diagnose and repair computer hardware
- Ability to assess and direct problems to appropriate personnel
- Valid Class 5 – BC Driver’s License and an exemplary driving record as demonstrated by a current drivers’ abstract
- Familiarity with Workers’ Compensation Board (WCB) safety procedures
- Physical capabilities to perform the duties of the position

**N.B.** This description contains the elements necessary for the identification and evaluation of the job. It is not an exhaustive list of the duties to be performed. Duties not listed should not affect the evaluation.

Agreed to:

*Cindy O'Halligan*  
CUPE Job Description Committee

*Dana Demoline*  
CUPE Job Description Committee

*D. May*  
Secretary Treasurer

Date Signed : February 20, 2024