

TEMPORARY SEA COMPUTER TECHNICIAN

Instructional and Information Technology Services Department

As Soon As Possible – August 30, 2018 (end date may be revised)

\$29.78/hour, 35 hours per week

SCOPE

Reporting to the Supervisor of IIT Support Services and under the guidance of project leaders, the SEA Computer Technician will provide focused and intensive support in the set-up, delivery and maintenance of SEA technology.

DUTIES

1. Assist HWDSB devices in person, by telephone, and using remote technology tools in resolving device related issues.
2. Troubleshoot and resolve network, computer hardware, and software problems.
3. Replace, upgrade, install, and perform modifications to network systems when necessary.
4. Assist help desk in resolving end user problems with networks, software and equipment.
5. Log all daily activity in work order system and mileage tracking form.
6. Work with and maintain various software and hardware tools.
7. Liaise with vendors regarding hardware and software problems.
8. Establishes strong relationships with schools by providing exemplary customer service.
9. Performs other duties as assigned.
10. Works closely with Special Education Consultants to fulfill requests.

QUALIFICATIONS

1. Community college diploma or university degree in information technology, computer science, networking or an equivalent combination of training and experience providing software support and equipment repair.
2. Three or more years of experience in the field of computer support.
3. Experience with Ethernet (Category 5, 5e, 6 and above) wiring standards and ability to use various interface and configuration software.
4. A valid Ontario driver's license and reliable vehicle.
5. Excellent communication and interpersonal skills with an emphasis on teamwork and client service.
6. Analytical and problem solving skills.
7. Ability to prioritize workload daily and adapt to changing needs.

8. Working knowledge of various software packages, e.g. Computer Networks and Operating Systems, knowledge of TCP-IP networking protocol, hardware/software drivers and configuration managers, PC diagnostics and utility programs, Windows operating systems and operating system policy configuration, Windows networking tools, the IBM desktop management systems, including School Connect ver. 6.0 and above, and Network Monitoring tools such as Cisco Prime, Aruba Airwave, and Orion.
9. Knowledge of IOS and Apple Products are considered an asset.
10. Apple Technician Certification or working towards certification would also be considered an asset.
11. Exposure to and familiarity with Mobile Device Management software is considered an asset.

APPLICATIONS

Deadline for submission is **4:00 p.m. on Friday April 27, 2018**

Please apply to: Leticia Goddard, Human Resources Officer
Hamilton-Wentworth District School Board
P.O. Box 2558
Hamilton, Ontario L8N 3L1
Fax: 905-521-2543
e-mail: mycareerOCTU@hwdsb.on.ca

Applicants are thanked in advance for their interest; however, only those who have been short-listed for an interview will be contacted.

Accommodation for applicants is available in the recruitment process.