

JOB TITLE	Computer Help Desk Specialist
DEPARTMENT	Technology
LOCATION	Division Office
REPORTS TO	Assistant Superintendent, Technology
STAFF SUPERVISED	n/a
PROBATIONARY PERIOD	Three months

POSITION SUMMARY

The Computer Help Desk Specialist is responsible for the Educational Information System (EIS) of the Division. EIS is the primary means used by the Division for reporting Provincial and Federal student enrolment. Responsibility for EIS includes user support, data collection, and data submission. As well, the Computer Help Desk Specialist has Divisional responsibility for student records and data for transcripts. The position manages Frontier School Division's Technology Department records.

The Computer Help Desk Specialist is responsible for technical and user support, for both student and staff members. This responsibility includes Divisional email and computer account management. Computer Help Desk Specialist also provides support and training for the Division's administrative software - School District Software (SDS).

A prime requirement of this position is the ability to work independently while providing positive and personalized support on administrative software to staff members located in a wide variety of remote locations across the Division.

QUALIFICATIONS

Education

- Post Secondary diploma in technology (Business Systems Specialization).
- Valid Manitoba driver's license.

Experience

- Three years in client/user technical support.
- Three years implementing and trouble-shooting hardware and network printing.

Knowledge, Skills and Abilities

- Thorough knowledge of office software including MS Office, Novell GroupWise, and Enterprise Resource Planning systems.
- Knowledge of operating systems including Novell, Linux, and Windows.
- Proficiency in a variety of computer applications in a network environment requiring the use of word processing functions (minimum 60 words per minute), spreadsheets, presentation software and database applications.

- Excellent verbal and written communication skills.
- Excellent interpersonal and presentation skills.
- Excellent analytical and problem-solving skills.
- Ability to conduct training seminars via teleconference, web conference and face-to-face sessions.
- Ability to work independently and collaboratively with others in a participative environment.
- Ability to lead a team project management.

DUTIES AND RESPONSIBILITIES

Educational Information System (EIS)

- Collects, validates, and transfers student data to provincial and federal governments.
- Provides support to schools during periods of data collection, entry, and validation.
- Manages the Divisional student database and the School District Software (SDS).
- Prepares and formats draft enrolment reports as required.

Technical Support

- Provides administrative systems support to users within Division.
- Manages the Divisional technology inventory (software and hardware).
- Manages the tracking, dispatching, and completion of support requests.

Client Services

- Establishes and maintains positive and professional support relationships with school secretaries.
- Organizes and conducts software training for Divisional staff.
- Logs all support and project requests using tracking software.
- Provides general support, as required, to the Assistant Superintendent, Technology.
- Organizes meetings, travel and accommodations for technology activities.

Performs other duties as assigned.

CONTACTS

Division, Area, and school personnel
 Department of Education
 External agencies and vendors

WORKING CONDITIONS

General office and school conditions.
 Technical service department conditions.
 Travel within Division.
 This is a 12 month per year position.

PHYSICAL AND VISUAL REQUIREMENTS

Due to the extensive work involving schematic diagrams and network wiring, the incumbent cannot be afflicted with any form of colour blindness. Otherwise they should have vision that, with or without corrective lenses, permits them to function in a normal office environment. Physically, the job can require high agility (working in crawl spaces) and standing for long periods (giving presentations/training) for 1-3 hours or more. Also, they should have the physical strength to lift 20kg repeatedly (moving servers and computer cases).

EQUIPMENT USED

Personal computers & servers
Presentation equipment (audio & video)
Network security devices
Video Conferencing
General office equipment
Division vehicles