IT Officer - Support

Division:	Technology Support Office
Position:	IT Officer - Support
Reports to:	IT Manager
Working Hours:	40 hours per week

This position focuses on day to day technology support for nearly 1200 students, 300 teachers/staff, 2400 parents and event guests. Support requests are received in person, via helpdesk tickets or phone calls. Support technicians provide in class support and special event support as requested.

Support Responsibilities:

- Coordinate device repairs with external vendors.
- Update the asset management database when distributing or receiving devices from end users.
- Assist with or lead inventory counts of IT assets and complete orders to replenish inventories.
- Perform installations, imaging, configurations and upgrades to devices such as Tablet PCs Macbooks, Ipads, Networked photocopiers, projectors and smartphones.
- Assist with the organizing and maintenance of the IT asset room and upkeep of the asset management database
- Install, test, assemble and configure new and existing hardware and peripherals
- Troubleshoot problems with computer and network systems, including hardware and software and make repairs or corrections where required.
- Support Audio visual configuration in classrooms and shared spaces such as the theater, black box and health rooms.
- Support the cashless card system by maintaining cash kiosks, point of sales systems and troubleshooting card problems.
- Support event attendees, audio visual, setup and take down of audio visual such as live streaming.
- Contribute to maintenance of assets over school breaks.

Key Competencies:

Education & Certifications

- Bachelors degree or equivalent experience
- Industry certifications preferred such as: Amazon Solutions Architect, G Suite Administrator, CISCO Meraki or evidence of completion of online courses.
- Network Fundamentals: Active Directory, GPO, TCP/IP, DHCP, DNS, WSUS, SSL
- Experience working with Data centers and LAN rooms.
- Experience with multiple operating systems such as Windows 10, MacOS, IOS, Android
- Experience with G Suite, Office 365, Adobe Creative Suite, Major web browsers (Chrome, Safari, Firefox), Apple iWork.
- Has some knowledge of Programing (PHP, HTML5, CSS, Javascript, Powershell)
- Experience with Audio visual configuration in classrooms and shared spaces such as the theater, black box and health rooms.

Working in teams:

- Is familiar with service desk best practices such as: responding to support requests in a timely manor, reviewing and updating tickets multiple times per day.
- Organized and is capable of updating databases with completed support work and changes to assets.
- Contributes to team planning by adding tasks to the team backlog based on awareness of the team's goals.
- Documents work such as research and new support procedures in order to share knowledge with the team.