

OPEN TO INTERNAL APPLICANTS ONLY
IT SHARED SERVICES – ANGLOPHONE SCHOOLS
INVITES APPLICATIONS FOR THE FOLLOWING POSITION CURRENTLY SUPPORTING
ASDN – BATHURST EDUCATION CENTER

TECHNOLOGY SUPPORT SPECIALIST: LEVEL II – COMPETITION #17-045
(4 month Term Position with possibility of renewal)
Pay Band 3 (\$1682-\$2351 bi-weekly)

DEFINITION

Under the direction of the Information System Manager (ITSS), this employee is responsible to provide Tier II Technical support of LANs, hardware, software and peripherals to schools and district offices, and responsible to provide direction and support of Level 1 technicians.

Tasks

- Provide 2nd tier technical support (i.e., advanced support to Level I Technology Support Specialist).
- Carry out the set-up, installation, configuration; maintenance, update and administration of network operating systems on school and district office servers.
- Troubleshoot and resolve technical problems relating to critical LAN equipment when the changes involve potential risk to critical school data and systems, such as PowerSchool, staff and administrative data files, Curriculum data, etc.
- Troubleshoot, plan and implement new network cabling and infrastructure projects under the direction of the I.S. Manager.
- Assist the I.S. Manager in the set-up, support and delivery of applications to end-users using Network delivery products, and act as a support to Level 1 technicians in their administration of these applications.
- Technical liaison between schools, districts, service providers and department of education staff.
- Maintain positive working relationships with all levels in the organization and outside agencies, suppliers, companies, etc.
- Perform all other related duties as assigned by the Information Systems Manager.
- Co-ordinate and monitor the workload and quality of support services being performed. Assume a team leader's role.

Qualifications

- Successful completion of a recognized Computer Technology program or equivalent work experience.
- A+ certified and one or more of the following certifications: CCNA, MCSE, MCP would be an asset. Must be ready to acquire other certifications as required.
- Minimum of three (3) years experience as a computer technician who has worked with network operating systems.
- Minimum of three (3) years experience with Windows 7, Windows Server 2008 or newer.
- An equivalent combination of training and experience related to the position may be accepted.

Necessary Special Requirements

- Must be able to work as part of a team, as well as being able to work independently with a diverse client base.
- Must be physically fit, as this position requires lifting an average of 40 lbs.
- Must have good leadership and organizational skills.
- Expected to stay abreast of latest technology developments.
- Must have demonstrated strong interpersonal, verbal and written communication skills.
- Must have a valid driver's licence and transportation for travel within NB as required.

Applications must include a current resume and the names of three work-related references.

Applicants must clearly demonstrate the essential qualifications to be given further consideration. Subject to the response of this competition, education and/or experience requirements may be changed.

Apply in writing by 12:00 p.m.(noon), March 31, 2017:

Director of Human Resources
Anglophone North School District
78 Henderson Street
Miramichi, NB E1N 2R7
Fax: 506-778-6090
E-Mail: ASDNJobs@nbed.nb.ca

Thank you in advance for applying. Only those selected for an interview will be contacted. Criminal record check will be required as a condition of employment for the successful candidate.

We are an Equal Opportunity Employer and we promote a scent-free environment.