



Network Technician

Position Profile: The Network Technician plans, organizes and implements the activities and operations of the Technology Services Department. The employee provides organizational, analytical and logistical support to the Technology Department to ensure safe, effective, efficient and responsive service delivery to students and staff across the school division.

Directly Reports To: Network Coordinator

In-Directly Reports: Chief Financial Officer

Duties & Responsibilities

The Network Technician shall perform such duties and responsibilities as may be assigned including but not limited to the following:

- Continuously monitors and evaluates the efficiency and effectiveness of technology resources; identifies opportunities for improvement and provides recommendations to the Network Coordinator.
- Implements the work plan for the Department; meets with staff to identify and resolve problems; completes work activities, projects and programs.
- Participates in planning the installation of new organization-wide systems and applications; assists operating departments during the installation of new systems and applications for more specialized functions.
- Reviews and evaluates software, hardware and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Implements adopted information technology plans, policies and standards, including a sound security policy and security measures.
- Maintenance of the Division's wide area network (WAN) and local area networks (LANs).
- Provides high-quality internal school service in a friendly and respectful manner and performs technical support, installation, maintenance and repair of computers and other information systems equipment.
- In consideration of the available budget as managed by the Network Coordinator, attends and participates in professional group meetings; stay abreast of new trends and innovations in the field of information technology; research emerging products and enhancements and their applicability to Good Spirit School Division needs.
- Monitors changes in regulations and technology that may affect operations.

Executes special projects, such as technology upgrades for facilities that are being remodeled, etc.

- Performs other duties and obligations as assigned by the Network Coordinator



Education & Qualifications

- Post Secondary Certificate or Diploma from a recognized university or college in Information Systems, Computer Science, Business Administration or related area would be considered an asset
 - Exceptionally strong computer skills.
 - Minimum three years, data entry and information systems or technology experience in a large and complex organization.
 - Experience in offering tech support is a definite asset.
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Competencies, Skills and Abilities

- **Quality & Organization of Work**
Demonstrated ability to independently initiate and organize projects to achieve work process efficiencies. And ensure full utilization of information systems
- **Adaptability & Flexibility**
A Network Technician must demonstrate their ability to prioritize multiple demands and effectively manage time while being responsive to changing priorities.
- **Communication**
A Network Technician must have superior interpersonal and communication skills and be able to communicate professionally with administration and staff. Compile accurate, timely and detailed reports and information for Education Administration.
- **Job Knowledge**
 - Excellent working knowledge of computer software including Microsoft Office, Teams and Outlook and department specific applications such as Synervoice USIS
 - Ability to work in a fast paced environment and effectively manage high volumes of work.
 - Be knowledgeable and supportive of applicable Board and Division policies and procedures.
 - Be willing to engage in lifelong learning with respect to training, in-services and courses of study.
- **Cooperation & Teamwork**
A Network Technician must be able to work with staff and provide appropriate information and support in a timely manner. Must work collaboratively with the Network Coordinator and with other staff on a daily basis. Must have the ability to be a team player and work independently with minimal supervision.

- **Attitude**

A Network Technician must present a positive and professional attitude towards others, their work, and the division and conduct oneself in a manner appropriate to an educational institute that provides services to children.

- **Confidentiality**

At no time should a Network Technician discuss, in public, information pertaining to employees, students or the operation of the division. A Transportation IS Assistant is expected to respect the confidential nature of their position by avoiding discussion about any topics that are not formally communicated to the public by the administration of the school or the school division. Breaching confidentiality is a serious violation of acceptable conduct and *The Local Authority Freedom of Information and Protection of Privacy Act*.