



TECHNOLOGY SUPPORT SPECIALIST: LEVEL I

Posted by: TECHNOLOGY SUPPORT SPECIALIST

Posting date: 08-Apr-2023 **Closing date:** 05-Aug-2023

Education: College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years

Language: English (Required)

Job location:

Salary: \$\$3,492–\$5,500

Years of Experience: 1 year

Vacancy: 2

Job Type: Full Time

Job id: CAJ6157887

Expired

Job description:

Job Description

TECHNOLOGY SUPPORT SPECIALIST: LEVEL I

Pay Band 3 SBO (\$1746 - \$2750 biweekly)

DEFINITION

Under the direction of the Level 2 Technician and/or Information Systems Manager, this employee is responsible to provide day-to-day technical support of LANs, Fortinet firewalls hardware, software and peripherals, Active Directory, Notebook Application, Help Desk Client, Inventory Asset Management to schools and district offices.

Tasks

- Carry out the installation, configuration, maintenance, update, and administration of network operating systems on school and district office servers. (Fortinet firewalls, switches, and access points)
- Carry out the installation, configuration, maintenance, update, administration and inventory of hardware and software.
- Respond to clients' needs through established call tracking system (help desk) and/or other systems.
- Carry out maintenance of Help Desk application -client
- Troubleshoot and resolve technical problems relating to networks, workstations, and software applications.
- Install and troubleshoot network cabling, at the discretion of the district.
- Carry out maintenance of accounts using Active Directory or Azure.
- Carry out maintenance of notebook application
- Keep school and district staff informed of any changes, repairs, or updates to their information systems.
- Technical liaison between schools, districts, service providers and department of education staff.
- Assist in the management and upkeep of the provincial inventory database in schools.
- Assist in the management and protection of identified critical data in schools.
- Perform all other related duties as assigned by the Level 2 Technician and/or Information Systems Manager.

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 two (2) years experience as a computer technician who has worked with network operating systems.
- 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 license and transportation for travel within NB as required.
- Must have Canadian residency

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.

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.

This is an open competition; however, in accordance with Public Service Alliance of Canada Union Collective Agreement, should unionized employees under this bargaining group apply, employees shall be selected on the basis of skill, ability, competence and qualifications. Where skill, qualifications and ability are relatively equal amongst union applicants, the vacancy will be filled on the basis of seniority. If there are no union applicants, the position will be filled from qualified applicants for these competitions.

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

Job Type

Full Time

Job Category

Management & Professionals

City

FREDERICTON

School/Location

Anglophone West School District

Salary

Pay Band 3 SBO (\$1746 - \$2750) bi-weekly

Posted on canadianjobportal.com