

PACIFIC RIM SCHOOL DISTRICT

JOB DESCRIPTION

TITLE: Information and Communication Technician – Working Foreman
LOCATION: Maintenance Facility
REPORTS TO: Senior District Manager
DATE: July 2021

SUMMARY

Reporting to the Director of Instruction and Information Technology, the Information and Communication Technician – Working Foreman supports and maintains network services and system architecture, deploys client workstations, and provides user support. Duties as assigned, including but not limited to:

1. Primary responsibility to coordinate department priorities, and to liaise directly with the Director of Instruction and Information Technology to inform, advise, and plan for effective implementation of District technology.
2. Collaborate as necessary with other members of the team and district staff to ensure the reliability and efficiency of District technology systems.
3. Install, maintain, and troubleshoot network servers in accordance with district wide standards and protocols.
4. Install, maintain, and troubleshoot network communication devices.
5. Install, maintain, and troubleshoot network security protocols and anti-virus strategies.
6. Create and maintain appropriate documentation for server or workstation installations, upgrades, and problem resolutions.
7. Respond to end-user requests for technical support.
8. Participate in ongoing professional learning activities.
9. Other duties as assigned.

QUALIFICATIONS

1. Secondary school graduation or equivalent.
2. Completion of or working towards Microsoft Certified Systems Engineer Certificate.
3. A minimum of two years recent experience supporting and working with a Local Area Network / Wide Area Network infrastructure and familiarity with current network operating systems.
4. Ability to communicate effectively with users, team members and support contacts outside the District.
5. Maintain an appropriate BC driver's license.

The Information and Communication Technician – Working Foreman is provided the Working Foreman allowance in addition to the assigned classification.

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DATE: July 2021

SUMMARY

Reporting to the Director of Instruction and Information Technology, the Information and Communication Technician supports and maintains network services and system architecture, deploys client workstations, and provides user support. Duties as assigned, including but not limited to:

10. Collaborate as necessary with other members of the team and district staff to ensure the reliability and efficiency of District technology systems.
11. Install, maintain, and troubleshoot network servers in accordance with district wide standards and protocols.
12. Install, maintain, and troubleshoot network communication devices.
13. Install, maintain, and troubleshoot network security protocols and anti-virus strategies.
14. Create and maintain appropriate documentation for server or workstation installations, upgrades, and problem resolutions.
15. Respond to end-user requests for technical support.
16. Participate in ongoing professional learning activities.
17. Other duties as assigned.

QUALIFICATIONS

6. Secondary school graduation or equivalent.
7. Completion of or working towards Microsoft Certified Systems Engineer Certificate.
8. A minimum of two years recent experience supporting and working with a Local Area Network / Wide Area Network infrastructure and familiarity with current network operating systems.
9. Ability to communicate effectively with users, team members and support contacts outside the District.
10. Maintain an appropriate BC driver's license.

PACIFIC RIM SCHOOL DISTRICT

JOB DESCRIPTION

TITLE: Information and Communication Technician II
LOCATION: Maintenance Facility
REPORTS TO: Senior District Manager
DATE: September 2021

SUMMARY

Support the District by maintaining/troubleshooting current software and hardware issues. Troubleshoot employee IT issues. Set up and deliver new IT hardware.

DUTIES

Under the direction of the Manager of IT and Data Management:

1. Install, maintain and troubleshoot district hardware devices.
2. Troubleshoot hardware and software issues.
3. Install software programs.
4. Image new IT devices.
5. Install and troubleshoot interactive display devices and projectors.
6. Assist with basic computer and IT device set up.
7. Assist with managing the District and School websites.
8. Assist with maintaining and troubleshooting district software programs.
9. Other duties as assigned by the Manager of IT and Data Management.

QUALIFICATIONS

1. Microsoft Certified Systems Engineer Certificate or equivalent training and experience.
2. Minimum of one year of experience with the above duties in an IT setting.
3. A valid BC driving license.
4. Demonstrated experience in working with end users.
5. Demonstrated excellence with written and verbal communications.
6. Demonstrated ability to work independently and as part of a team.
7. Clear Criminal Record Check.
8. Physically capable of lifting and moving objects up to 30 pounds.

PACIFIC RIM SCHOOL DISTRICT

JOB DESCRIPTION

TITLE: Senior Information Technology Specialist
LOCATION: Maintenance Facility
REPORTS TO: Senior District Manager
DATE: October 2024

SUMMARY

Reporting to the Senior District Manager and is responsible for providing expert-level support to district educational and administrative technology users. This role involves providing technical leadership, mentoring support staff, leading technical projects, and offering strategic technical guidance.

Duties:

1. Lead and manage technical projects from inception to completion, ensuring timely delivery and quality.
2. Provide mentorship and guidance to technical support staff, fostering a culture of continuous learning and improvement.
3. Develop and implement technical strategies that align with the school district's goals and objectives.
4. Collaborate with cross-functional teams to design, develop, and deploy IT solutions that meet the needs of students, teachers, and administrative staff.
5. **Implement and manage cybersecurity protocols** to protect district-wide technology systems, while gaining hands-on experience with cloud-based infrastructure, including cloud storage, security measures, and backup solutions to support the secure and efficient operation of district technology.
6. Troubleshoot and resolve complex technical issues, ensuring minimal disruption to educational activities.
7. Stay up to date with the latest industry trends and technologies and recommend improvements to existing systems and processes.
8. Other duties as assigned.

Qualifications:

1. **A four-year degree in** Computer Science, Information Technology, or a related field **is preferred**, a minimum of two-year diploma from an accredited public college is expected.
2. Minimum 5 years of experience in a senior technical role, with a proven track record of successful project management and technical leadership.
3. Expertise in:
 - Network Administration
 - Office 365 and Azure Administration
 - Cisco/Meraki Networking
 - Veeam Backup and Replication
 - IP Subnetting
 - Group Policy Management (GPO)
 - System Center Configuration Manager (SCCM)
 - Active Directory (AD) Management
 - Virtualization (VMware/VSphere)

4. Recent Microsoft Certifications and current skills comparable to a Microsoft Certified Systems Engineer Certificate.
5. Valid BC Class 5 driver's license.
6. Strong problem-solving skills and the ability to think strategically.
7. Excellent communication and interpersonal skills, with the ability to work effectively with diverse teams.
8. Demonstrated ability to lead and inspire technical teams.
9. Strong decision-making skills and the ability to prioritize tasks effectively.
10. Ability to communicate complex technical concepts to non-technical stakeholders, including educators and administrative staff.

PACIFIC RIM SCHOOL DISTRICT

JOB DESCRIPTION

TITLE: School Security Specialist/Audio Visual Technician
SECTION: Assigned Schools (ADSS)/Maintenance
REPORTS TO: Administrative Officer
DATE: May 2019

SUMMARY

Under the general direction of the Principal or designate, patrol assigned school premises and respond to incidents pertaining to the safety of students and District property, and assist in maintaining a positive school environment. Perform duties related to the repair and maintenance of Audio Visual Equipment.

DUTIES

1. Patrol the building, premises and adjacent neighbourhood to assist the Administrators in maintaining a safe and secure environment for students, and to protect District property from damage or possible liability.
2. Identify and respond to activities and emergencies, which may disrupt normal school operations; intervene as appropriate to prevent conflict and report to the school Administrators. Request assistance from police and community agencies as appropriate.
3. Assist in establishing a positive school environment by creating and maintaining positive rapport with students, staff and the community. Encourage prescribed standards of conduct, behaviour and positive student attitudes.
4. Prepare reports as appropriate for the school Administrators.
5. Maintain and repair electronic and audiovisual equipment.
6. Perform related tasks within the Operations Department.

QUALIFICATIONS

1. Grade 12 graduation or equivalent. Post Secondary courses in psychology, criminology or related courses is a definite asset. An electronics certification from a recognized institution.
2. Bondable.
3. Must hold a minimum of a BS 2 license from the Private Investigators and Security Agencies Act of British Columbia.
4. Valid BC Class 5 Drivers License.
5. Level 2 First Aid and CPR.
6. Physical ability to perform the required duties.