



District School Board of Niagara invites applications for the following position:

Computer Technician

One (1) Full-time Position

The Information Technology Services Dept. requires an innovative/energetic professional to work within the Board's continuously evolving, multi-tiered computing environment. The applicant needs to be able to work independently, and in a team environment.

This position may encompass the following broad categories: Computer technician support in DSBN schools and offices; hardware, software, network and support integration with all Apple products used for DSBN business and academic purposes.

The functions of this position could include (but are not limited to):

- First point of contact for support, maintenance and repair of all DSBN Apple equipment and software (iPhone, iPad, Apple watch, iMac, Macbook, AppleTV, Mac OS X, Apple Open directory, macOS Server, iOS, Final Cut Pro, Logic Pro X etc)
- Administration of iPad's and corporate mobile iPhone's using Apple, Airwatch and Microsoft Intune MDM (mobile device management) solutions
- Support and administration of networking Apple products, to ensure interoperability and security requirements are met within the DSBN server, Wi-Fi and network system environments
- Create self-help and user guides for DSBN business and academic staff
- Train-the-trainer guide and support to DSBN ITS Dept. technical staff
- Provide training and support to all DSBN staff on Apple products
- Installation/configuration/upgrade of Board approved software, malware removal and repair
- Imaging, driver installation, software inventory using Microsoft System Center, documentation and scripting knowledge. Knowledge of Microsoft Windows 7, Windows 10, MS Office 2013/2016, Active directory are definite assets. Familiarity with Apple iOS and Android devices, web tools, online learning, cloud-based collaboration tools MS Office 365 and Google G-suite, Skype for Business and Google hangouts are essential
- Installation, setup, troubleshooting, repairing and maintaining a variety of hardware, including: desktops, laptops, netbooks, tablets, IP phones, printers, patch panels, network switches, cameras, interactive whiteboards and projectors, and other peripherals
- Service call management including detailed documentation of problem resolution using Service Desk software Topdesk, department sign out system and any other communication tools required
- Network support including diagnosis of network login issues, switch issues, network connectivity, wireless support, hardware domain access control, network user policy application and network testing
- Daily travel to specified area of schools is expected.
- Other duties as assigned

The successful applicant will have the following qualifications:

- Minimum 3-year college diploma/degree in Computer studies, Information technology or Computer Science related fields or equivalent work experience
- Minimum 3-year experience, working in a K-12 educational or related environment, supporting staff and students
- A valid driver's license is required, along with the ability to travel to schools, offices and offsite locations as required.
- Lifting equipment and ladder work
- Preference will be given to applicants with certification in Apple Certified iOS Technician (ACiT) 2017 and/or:

- Preference will be given to applicants with certification in Apple Certified Mac Technician (ACMT) 2017
- Experience with MDM (mobile device management) solutions for iOS management (preferred)
- Experience managing/deploying Mac OS in large, enterprise environments (preferred)
- Preference will be given to applicants with certifications in MCSE, A+, CCNA and Microsoft (preferred)
- Working knowledge of ITIL practices, preferably with ITIL Foundation Certification (preferred)
- Excellent learning, communication and organizational skills. Professionalism and client-focused service is essential.

This is a regular full-time position within the DSBN's unionized Office, Clerical and Technical employee group (CUPE Local 4156) which includes a competitive wage rate (\$25.23 - \$28.87 per hour).

Qualified applicants may apply via email by sending a cover letter and resume to:
careers@dsbn.org by Friday, May 11, 2018 at 4:00 p.m.

Please use "Computer Technician Vacancy" as your e-mail subject line.

We appreciate all the applications we receive, however, only those applicants selected for an interview will be contacted.

The District School Board of Niagara is committed to inclusive, barrier-free recruitment and selection processes. We will offer accommodation for applicants as required throughout the stages of the recruitment and selection process. If you are contacted by the District School Board of Niagara regarding a job opportunity, please advise if you require accommodation. Information relating to accommodation will be addressed confidentially.

Dale Robinson, Chair

Warren R. Hoshizaki, Director of Education