



# *Provincial Job Description*

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***TITLE:***  
**(057) Information Technology  
Technician**

***PAY BAND:***  
**13**

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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

**Provides remote and on-site technical maintenance and support for all computer systems and network users. Deploys new hardware and software. Ensures network security is maintained.**

***QUALIFICATIONS:***

- ◆ **Computer Systems Technology diploma**

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ **Advanced computer skills**
- ◆ **Communication skills**
- ◆ **Interpersonal skills**
- ◆ **Analytical skills**
- ◆ **Problem solving skills**
- ◆ **Decision making skills**
- ◆ **Valid drivers license, where required**

***EXPERIENCE:***

- ◆ **Previous: No previous experience.**

## ***KEY ACTIVITIES:***

### **A. Maintenance, Troubleshooting and Problem Solving**

- ◆ Provides end users with hardware and software maintenance and support.
- ◆ Ensures network security is maintained.
- ◆ Troubleshoots hardware/software/network issues.
- ◆ Investigates/analyzes reported problems.
- ◆ Prioritizes competing problems.
- ◆ Researches and implements solutions to problems.
- ◆ Documents all support calls/requests and action(s) taken.
- ◆ Sets up and maintains network accounts.
- ◆ Provides back-up services.

### **B. Installation/Upgrading Computer Equipment**

- ◆ Researches new hardware/software/network applications.
- ◆ Certifies and tests new hardware/software applications.
- ◆ Coordinates/facilitates deployment/installation of computer equipment.
- ◆ Configures computers with a wide variety of software.
- ◆ Performs data transfer from computer to computer.
- ◆ Maintains records of all new installations/moves, including hubs, switches, closets, etc.
- ◆ Upgrades software and hardware.

### **C. Training**

- ◆ Provides computer related training for staff.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

***Validating Signatures:***

***CUPE:***

***SEIU:***

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***SGEU:***

***SAHO:***

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***Date: June 16, 2022***