

2.0. Human Resources

2.B. Position Descriptions

TECHNOLOGY SUPPORT ANALYST

Policy Reference: EL-1.2

Under the direction and supervision of the Technology Coordinator, the Technology Support Analyst will carry out a variety of duties to facilitate the effective and efficient operations of the division's information technology system.

RESPONSIBILITIES and DUTIES

1.0 Support for end users.

- .1 Managing helpdesk tickets and providing solutions and assistance for staff and student technology problems for issues including but not limited to
 - i Office365
 - ii Student laptop issues
 - iii Printing
 - iv User accounts
 - v Email
 - vi Passwords
- .2 PowerSchool Student Information System support for secretaries and teachers
- .3 School Messenger broadcasts and support
- .4 Troubleshooting and repairing hardware issues; re-imaging laptops
- .5 Fieldstone Ventures Adult Learning Center support

2.0 Create staff user accounts

- .1 Take photo of new staff and print ID Badges
- .2 Enter staff into Divisional Security system
- .3 Provide necessary technology to new staff

3.0 Technology Inventory Management

- .1 Laptops for staff & students
- .2 iPads
- .3 Secretary and custodian desktop computers
- .4 Handling deployment of new assets, including unpacking, labelling, inventorying, and imaging

4.0 Data Management

- .1 Reports for Superintendent (and other management)
 - i Attendance reports
 - ii Enrollment reports
 - iii Staff lists
- .2 EIS support to secretaries.
 - i Install updates
 - ii Support when there are issues/errors

5.0 Student Information System

- .1 Create new year
 - i Support secretaries when they create the new year in their schools
 - ii Make sure the calendar matches the School Calendar provided by Superintendent
- .2 Support Secretaries with creating new sections, enrolling students
- .3 Perform an End of Year 'rollover' of data (promotes students to next grade level, moves all information to the next school year).
- .4 Support Teachers and Secretaries with Report Cards.
 - i Create and enter new courses using provincial guidelines.
 - ii Ensure standards are as per provincial guidelines.
- .5 Download XML reports that get sent to province at end of every school year (copies of student report cards)
- .6 Create custom reports for schools
 - i Student Demographic Information
 - ii Transcripts
- .7 Provide data upon request to Superintendent, Director of Operations

6.0 School Messenger

- .1 Create and send automatic messages out to parents and students.
 - i Re: snow day, general notices, health
- .2 Make sure staff that needs access to School Messenger has access.
 - i Provide support for the staff (mostly secretaries) on how to use the program.
- .3 Provide reports when needed.

7.0 Misc

- .1 Support Technology Coordinator with other duties as required
 - i Configure various pieces of technology, eg. switches, phones, radios
 - ii Racks: cables, patching, cable ends, finding cable runs
- .2 Support other divisional technology and IT projects as needed, including but limited to
 - i Intercom systems
 - ii Surveillance systems
 - iii Networking equipment
 - iv Point to point radios
 - v Wi-Fi
 - vi IP Telephony
 - vii Projectors
 - viii Printers
 - ix Photocopiers
 - x Minecraft: Education Edition
 - xi Document cameras
 - xii Division-owned cell phones
 - xiii Monitoring systems
 - xiv Configuration Manager
 - xv Mobile Device Management and deployment

8.0 Website updates

- .1 Create news articles
- .2 Review, format, edit, and approve school news and information
- .3 Create alerts for school closures or other issues.
- .4 Edit & approve articles for posting submitted by staff