

**PURPOSE:**

The IT Technician is responsible to diagnose computer problems, monitor computer processing systems, install software and perform tests on computer equipment and programs. The incumbent will assist employees who experience any procedural or operating difficulty with the use of IT applications, products or services.

**REPORTS TO:**

This position reports to the IT Manager.

**RESPONSIBILITIES:**

- Provide user level training on daily applications used such as: MS Word, MS Excel, MS Outlook, Adobe Acrobat, and other basic computer related skills
- Oversee and set-up Internet, phones and fax machines for sites; open and close accounts for these items
- Provide user level technical support for end users, computers, printers, etc.
- Monitor printers, copiers and fax machines to ensure proper working order and regular maintenance
- Assist with network and security management
- Monitor nightly and weekly backups
- Install workstations; connect, setup and configure desktop computers, peripherals and accounts, assigning security level
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications
- Perform preventative maintenance, including checking and cleaning workstations, printers, copiers, and peripherals
- Troubleshoot, diagnose problems, implement corrective action procedures within prescribed guidelines and/or escalate to other technical resources as appropriate
- Field incoming help requests from end users via both telephone and email in a courteous and efficient manner
- Monitor the firewall and Bandwidth logs
- Perform a variety of moderately complex information technology support duties to ensure smooth delivery of technology services
- Assist IT Manager in maintaining system performance
- Develop and maintain professional relationships with data provider representatives
- Recommend improvements in network structure, products and processes

The above statements describe the general nature and level of work being performed. This is not intended to be an exhaustive list of all responsibilities and duties required.

**KEY PERFORMANCE INDICATORS:**

- Ensure IT issues are followed-up and resolved in a timely manner

**QUALIFICATIONS:**

- Post-secondary degree/diploma in Computer Systems Technology or equivalent
- 2+ years' experience working in a supporting IT role
- 2+ years' experience and strong working knowledge of hardware repair, including phones, laptops, desktops, etc.
- Experience and knowledge of various networking systems and concepts including email, firewall, client-servers, network security, network protocols, etc.
- Proficiency in software installation and upgrades
- Excellent verbal and written communication skills
- Strong interpersonal skills including proven ability to build strong relationships
- Ability to effectively communicate technology, infrastructure and process needs and requirements to all personnel levels
- Knowledge and expertise in the following considered an asset: Exchange Server, Windows Server, IIS, Mercury Mail Server, MS Windows desktop, etc.

**VERSION TABLE**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>VP HR Approval</b>	<b>Reason for Review</b>
1.0	April 11 <sup>th</sup> , 2014	Rob/Shara	PD	Job description update