



## **ICT Technician**

### **Position Summary:**

The ICT Technician is responsible for technical support for the school division including the implementation and maintenance of end user devices. The ICT Technician works under the supervision of the ICT Supervisor.

### **Duties and Responsibilities:**

- Install, maintain, troubleshoot, and repair computer, tablet and related hardware and software. Install new software releases, system upgrades, and patches.
- Provide technical support for division workshops, seminars and conferences.
- Identify, research, and resolve technical problems as required.
- Perform general user account maintenance.
- Provide help desk support for school and administration users.
- Maintain accurate inventories of divisional hardware.
- Assist with supporting student information systems, learning management systems and other information systems.
- Properly dispose of obsolete computers and other technology equipment.
- Maintain accurate repair records.
- Assist with setup and installation of divisional smartphones and divisional telephones.
- Receive, assemble, check and inventory new equipment.
- Maintain logs and records of equipment deliveries and pick-ups
- Arrange for major repairs and warranty claims.
- Other duties as assigned