495 DESKTOP SUPPORT ANALYST

Identifying Information

Position Title: Desktop Support Analyst

Classification Title: Support Staff

Department: Central Office

Reports to: Director of Technology, Learning and Facilities

Position Supervises:

Position Summary

This is a level 1 desktop software and hardware support position rotating through all 6 schools and Board Office in Canadian Rockies Public Schools. The person will assist end-users (teachers, administrators, assistants) with hardware and software troubleshooting and use, including website maintenance, productivity and collaboration software assistance, equipment and peripherals that form the foundation of technology enabled office workflow and teaching and learning.

Qualifications

1. Experience with Microsoft Active Directory

2. Experience with basic hardware troubleshooting

3. Understanding of MS Office applications and google suite

4. Understanding of website editing with content management systems

5. Friendly presence and helpful attitude; good interpersonal skills and ability to work well with others.

6. Ability to provide technical support remotely; good phone skills, professional demeanor, previous customer service experience

Duties and Responsibilities

1. Offer 1st level helpdesk support via remote or telephone and rotating site visits.

2. Assist with Student Information System databases.

3. Assist with CMS based website maintenance and updates.

4. Design introductory tutorials on hardware/software use.

5. Coaching staff in software and hardware use.

6. Assist with user maintenance of Microsoft Active Directory.

7. Assist with desktop software imaging and installation.

8. PC and Chromebook hardware and first level network troubleshooting.

9. Processing of RMA's and warranty items.

10. Liaison with Shared Services partnership for level 2 and above support.

References

History

Developed: September 2020