**JOB DESCRIPTION**

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| **Job Title:**  Service Desk Specialist | **Department:**  Learning Technology Services |
| **Reports To:**  Supervisor of Learning Technology Services | **Division:**  CUPE |
| **Date of last review:**  November 2021 | **Revised by:**  SG/NL |

**SUMMARY**

Reporting to the Supervisor of Learning Technology Services, the Service Desk Specialist manages all service desk requests by troubleshooting and providing support to end users regarding software and peripherals. They perform repairs on educational and administrative workstations, complete installations and prepare new Learning Technology equipment for deployment or assign tickets as operationally required. They are the point of contact for schools and central staff regarding Learning Technology issues and requests.

**QUALIFICATIONS**

* A three-year college diploma in a field related to computer or technology studies or equivalent work related experience will be considered;
* Recognized certificate in network technology appropriate to board’s standard;
* Recognized certificate in hardware repair appropriate to board’s standards;
* CNE/MCSE, A+, CCNA certification;
* Minimum of three years’ experience in an Information technology environment including Wide and Local Area Network administration, Intranet/Internet technologies implementation and support, design, analysis, and optimization of network infrastructures;
* Experience with software packages in keeping with latest programs;
* Excellent analytical and trouble shooting skills;
* Excellent interpersonal and communications skills;
* Conflict and time management skills;
* Proven project management and planning skills;
* Demonstrated customer service skills;
* Must possess a valid driver’s license and have access to a vehicle in order to travel and provide service throughout the district

**KEY DUTIES & RESPONSIBILITIES**

1. Monitors the online Service Desk ticketing system and phone line, troubleshoots and provides support to end users regarding software and peripherals. Responds to Priority One emergencies as required and escalates problems to the next line of technical support as appropriate, including board and external resources

1. Performs repairs on educational and administrative workstations, completes installations and prepares new LTS equipment for deployment in accordance with departmental policies, procedures and priorities
2. Supports the creation, customization, testing, and distribution of software and software images, in accordance with departmental policies, procedures and priorities to meet the requirements of individual sites
3. Supports technology and users at the Board office.
4. Provides first tier support for School Information System users
5. Provides technical support for learning management systems
6. Provides second tier technical support to IT Computer Technicians.
7. Maintains communication and consults with school administration and other LTS staff in order to keep informed about school related LTS issues
8. Provides consultation, training and in-service to school staff in co-operation with school administration and other LTS staff
9. Maintains up-to-date database of Board’s LTS holdings.
10. Maintains records of site visits and work performed using departmental procedures.
11. Keeps Supervisor and Manager of LTS informed regarding any IT issues and resources required for LTS staff to perform their duties efficiently
12. Designs and maintains security measures to ensure privacy of confidential information and prevention of unauthorized intrusion.
13. Maintains an in-depth knowledge of workstation, network and server issues and identifies and implements best practices in all areas
14. The Service Desk Specialist provides second line support to the Computer Technician.
15. Performs other job-related duties as assigned.

**CORE COMPETENCIES**

***Communication***

Shares and receives information and ideas in a variety of ways and adapts to the needs of the audience to ensure the message is understood.

***Innovation***

Creates, develops and implements new processes or services with the aim of improving the learning community for all.

***Interpersonal Relations***

Displays characteristics and personal attributes that enhance communication and interactions. Establishes and maintains harmonious professional relationships by demonstrating respect and sensitivity to all.

***Leadership***

Motivates groups of people, while maximizing the efforts of others to achieve a common goal.

***Planning and Organization***

Plans, organizes and coordinates time, resources and tools to meet established goals.

***Professional Integrity***

Models strong ethical or moral principles and follows them at all times, regardless of who is present.

***System Thinking***

Sees, acknowledges and contributes to the shared mission and vision of the Board. Approaches all work done within ALCDSB as being part of a larger system that is inter-related with strategic plans. Understands that work done in one part of ALCDSB impacts a variety of groups inside and outside of the Board.

**ORGANIZATIONAL RELATIONSHIP**

Work Assignments Received From:

* Supervisor of Learning Technology Services
* Manager of Learning Technology Services

Positions Supervised:

None

**ACKNOWLEDGEMENT/ACCEPTANCE**

By signing this document, I acknowledge that I have read, understand and accept the requirements, essential functions and duties outlined in this job description.

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| **Employee Signature** |  | **Date** |