**JOB DESCRIPTION**

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| **Job Title:**  LTS Web Support Technician | **Department:**  Learning Technology Services |
| **Reports To:**  Supervisor of Learning Technology Services | **Division:**  CUPE |
| **Date of last review:** | **Revised by:** |

**SUMMARY**

Reporting to the Supervisor of Learning Technology Services, the Learning Technology Services Web Support Technician provides exceptional customer service to end users of the Board as well as. This individual will possess excellent customer service, troubleshooting and communication skills. In addition, this person will have the ability to be a quick thinker that can react quickly to situations. A self-starter that takes initiatives to improve the position and the overall organization. Consistent customer care, quality standards, and reporting requirements are core competencies of the position. Is also responsible for providing remote and onsite technical assistance and support related to web site communications tools and web software supported by the Board. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

**QUALIFICATIONS**

* Certificate in Website Creation and Design
* MCSE (SharePoint) certification preferred;
* 3-4 years’ related experience in an IT environment;
* Extensive experience in software implementations and web based applications;
* Programming in aspx and/or a variety of scripting languages preferred;
* Proven ability to acquire and implement new web technologies
* Excellent interpersonal and communication skills;
* Conflict and time management skills;
* Proven ability to produce clean and concise documentation;

**KEY DUTIES & RESPONSIBILITIES**

1. Provides initial remote assistance to school administrators in the management of school web-based communications.
2. Assist Communication Officer on occasion with special events.
3. Prepare documentation and provides technical consultation to staff in co-operation with other coordinators.
4. Analyses and resolves chronic web tool problems and works with software vendors and other staff to effect problem resolution in a timely manner, escalating where necessary.
5. Designs a repeatable process for installation, security and configuration that allows simple operational process for support.
6. Within a cross-divisional team, contributes to the design and development of the Board’s Integrated Web Environment roadmap and ensures compliance with industry standards.
7. Keeps the supervisor and/or Manager of Learning Technology Services informed regarding any web issues, which may arise.
8. Participate in small and large team discussions within the Learning Technology Services to help solve any technology issues that may arise
9. Perform other job-related duties as required

**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
* Office of the Director of Education

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** |