



1.0 FTE School Technologist

Start Date: June 1, 2021

This is a new position at St. Thomas More Collegiate – a progressive co-ed Blessed Edmund Rice Christian Brother Catholic Independent high school in Burnaby, British Columbia. We are seeking a full-time 1.0 School Technologist to provide hands on IT expertise and support to the Director of IT and to the staff and students of our school community.

School Technologist Role and Responsibilities

Overview of Systems and Technology

St Thomas More Collegiate uses a wide range of IT systems and services to deliver educational and mission-driven programs both on campus and remotely. These systems and services include LAN/WiFi networks across campus, 1:1 Chromebook and Teacher Laptop programs, a number of desktop systems, an Active Directory environment for all users, a PowerSchool Oracle-based SIS system, and a number of other cloud-based and on-premises systems accessible from both LAN and Internet sites.

School Technologist Job Description

Reporting to the Director of IT, and responding to requests for service from the entire school community, the School Technologist may be assigned to implement, support, and/or service any IT-related hardware or software system used within the school. A key requirement of this role is to receive, prioritize, document and actively resolve end user help requests. Requests may be through email, telephone, messaging, social media, or in person. The School Technologist's role is to provide prompt, effective and courteous attention to all issues appropriately directed to her/him.

The School Technologist will also assist with setup, maintenance and basic troubleshooting of networked staff workstations and laptops, student Chromebooks, and associated equipment (printers, scanners, disk storage, etc.). This includes basic hardware support, installation and maintenance of Windows, Chrome and Mac OS, and installation of a large and diverse range of application software. Specific duties may further include:

- Repairing Chromebooks, laptops, and other IT equipment
- Providing on-line and in-person support for hardware devices and software applications
- Installing, repairing and maintaining classroom and school technology, including interactive whiteboard systems, display systems, audio systems, and other technologies as applicable.
- Any other duties that may be assigned by the Director of IT or the School Administration

The School Technologist works with the Director of IT, student IT assistants, the Communications Director, and the Administrative Assistant, to support Administrators, teachers, support staff and students both on campus at St Thomas More Collegiate, and, when required, remotely. The STMC IT team works in an environment of ongoing change, multiple projects, and shifting priorities.

Preferred Qualifications/Expertise:

- Completion of a College diploma program in IT/Computer Systems (both hardware and software) and computer programming, with 4 years' related experience or an equivalent combination of formal training and/or experience
- Good working knowledge of PC and Chromebook hardware and peripherals
- Good working knowledge of Windows, Mac, Linux and Chrome operating systems. Certification in desktop operating systems is an asset.
- Good working knowledge of Android OS and iOS mobile systems
- Good working knowledge of basic networking (Wired/WiFi LAN, file sharing, VLAN, DHCP, etc.) Certifications in basic networking an asset
- Proven troubleshooting ability for end-user hardware, software and basic networking problems
- Application support experience with MS Office 2016 and higher, MS Office 365, Google Apps, Adobe Cloud products and account management, and G Suite console management of Google Apps for education
- Experience in application support of Student Information Systems, including OneRoster implementation, Learning Management Systems, Constituent Relationship management systems and accounting systems an asset.
- Experience in managing web technologies on various platforms, such as IIS, Apache, and Tomcat, including TLS certificate management and installation, SQL databases, online payment systems, domain name management, and public DNS zone management.
- Extensive knowledge working within an enterprise-class, Windows Server 2012R2+ network environment, including Hyper-V implementations of Active Directory and Windows Deployment Services
- Good working knowledge of on-premises MS Exchange systems in a DAG configuration
- Good working knowledge of authentication systems, including LDAP, OAuth, and SAML services. Experience with ClassLink implementations an asset
- Good working knowledge of online and on-site backup systems. Experience with Acronis Backup systems an asset.
- Working knowledge of a range of diagnostic and management utilities, particularly DOS, PowerShell, and Bash command line utilities.
- Ability to understand workflows in a helpdesk IT context.
- Excellent 'customer service' and interpersonal relationship skills, with the ability to handle potentially difficult and delicate situations tactfully and diplomatically.
- Ability to effectively prioritize and execute tasks professionally and pleasantly during periods of high stress
- Excellent oral and written communication skills, with the ability to effectively explain technical concepts to non-technical users in a user-friendly manner.
- Highly self-motivated and directed, with an inherently keen attention to detail
- Proven analytical and problem-solving abilities
- Experience working in a team-oriented, collaborative environment
- BC Drivers license and access to a vehicle

Expectations:

- Establish and maintain a positive and enthusiastic working relationship with the Director of IT and other members of the School Leadership Team.
- Build a positive rapport throughout the school community.
- Record, track and document service desk requests and problem-solving processes, including all successful and unsuccessful decisions made and actions taken, through to final resolution

- Respond promptly and courteously to all help requests from end users via any medium, including telephone, e-mail, messaging, social media, and face to face communication in a courteous manner
- Perform hands-on repair and service including installing and upgrading software and hardware, managing file backups, and configuring systems and applications
- Perform basic network maintenance and troubleshooting
- Utilize diagnostic utilities and equipment to aid in troubleshooting
- Test and/or follow-up on repairs to ensure issues have been resolved.
- Implement, maintain, and regularly update security software and systems, including anti-virus and anti-spam software, gateway firewall systems, and network/systems security configuration
- Track, maintain, and implement system and software updates, including TLS certificates, providing after-hours service for critical systems that should not be taken offline during school hours. Download and install in a timely manner, software, firmware, and system upgrades for all school devices.
- Maintain inventories of hardware devices and software licensing.
- Manage system imaging, including development of Sysprep builds for Windows devices and Chrome restores for Chromebooks. Create and maintain/update documentation on newly created images (such as purpose of image, list of packages on image, any special notes regarding deployment, etc.)
- Develop and acquire/apply/install software packages for various user groups, including specialty educational and administrative software as required. Manage deployment processes for these packages.
- Provide, or assist with, the installation, setup and maintenance of classroom A/V equipment and systems
- Research, setup and maintain peripheral equipment (printers, scanners, tablets, etc.)
- Provide, or assist with, maintenance and support of PowerSchool SIS systems, including core functions and communications, application, registration, and device management sub-systems.
- Plan and implement the deployment of new systems and software packages.
- Act co-operatively and flexibly in handling unanticipated tasks and possibly ambiguous situations.
- Participate in IT Department projects.
- Perform other related duties as required by the Director of IT or the School Administration.

Please see our website for further information about our school and a detailed job description at
<https://stthomasmorecollegiate.ca/about/careers/>

We thank all interested parties. Only those selected for interviews will be contacted

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Important Notes: The position of St. Thomas More Collegiate is to hire, when available, qualified Catholic applicants who in addition to carrying out their professional responsibilities will exhibit conduct consistent with Catholic denominational standards and a faith formation model espoused by Blessed Edmund Rice in their professional and personal life.