



Position Title: Technology Systems Assistant (Temporary Full Time - 3 months)
Department: Information Technology
Immediate Supervisor: Director of Information Technology

Nature and Scope

Working closely with all members of the Brentwood community, and in support of the school's technology plan, this position will contribute to our projects as an integral member of the Brentwood technology team

Major Responsibilities

- Secondary point of contact for help desk.
- Consult with end users, and other team members to support software and application solutions.
- Install and maintenance of classroom, laptop and client side systems.
- Support end users and IT team by troubleshooting and resolving problems with applications and systems.
- Create and maintain program documentation, user documentation, online videos, FAQs, and other collateral.
- Train users and other personnel as required on the use of systems and applications. Ensure knowledge transfer and awareness of system and application updates.
- Support the delivery of all Information Technology services and assets throughout the school including software architecture, technology architecture, business and systems analysis, systems, and processes.
- Ensure best practice implementation and policy enforcement related to computer and network security, the use of and access to data, and electronic communications to meet all school requirements.
- Network topology labelling, and maintenance and support.
- Server closet labelling, maintenance and support.
- Other duties as assigned.

Education:

- Enrolled or attending a university program related to computer science, information technology or applied systems.
- Completion of a high school diploma
- Valid Class 5 driver's license

Experience/Skills:

- Attention to detail balanced, with the need to provide a quality product within strict timeframes.
- Excellent communication, teamwork, and interpersonal skills.
- Highly motivated and well organized.
- Ability to work with a wide variety of projects and deadlines simultaneously.
- Ability to adapt and seek solutions from a variety of perspectives.



Knowledge:

- Familiar knowledge of Microsoft solutions.
- Familiar knowledge of Mac solutions.
- Moderate knowledge of principles, methods, and techniques of systems analysis, design, development, implementation, and operation within a mission-critical environment.

Effort:

- Work normally requires a medium level of physical effort in bending and lifting.
- Work normally requires a moderate level of manual dexterity for keyboarding.
- Work normally requires a very high level of mental effort in creating strategies, planning work, solving problems, handling multiple demands and meeting deadlines with frequent interruptions and distractions.
- Work normally requires a moderate level of visual effort in operating PCs/other office equipment.

Working Conditions

- Work in an open concept office with a focus on team collaboration.
- Work well under pressure and to tight deadlines, while maintaining a calm and analytical mindset.
- The work environment and the responsibilities of this position provide for a high degree of self-direction in setting work priorities. Consistent with the professional nature of the work, there is an expectation to work in excess/outside of a typical work schedule to successfully carry out the responsibilities of this role.
- Fast-paced environment that operates six days a week. Day shifts, including Saturdays, are scheduled on a regular rotational and relief basis. Due to the in-house data processing and mission critical nature of systems and processes, some after-hours and on-call work is required to manage crisis / emergent issues.
- This position will address the needs of a diverse community of users. Prior experience working with minors is preferred;
- Temporary 3 month position;
- Criminal record check clearance is a condition of initial and ongoing employment;
- Must be legally entitled to work in Canada.

Qualified applicants should forward their resume and cover letter to the attention of Human Resources
no later than at noon on Friday April 20th, 2018.

Fax (250) 743-8446 | hr@brentwood.bc.ca | 2735 Mt. Baker Rd. Mill Bay, BC V0R 2P1

www.brentwood.bc.ca

While we thank all applicants for their interest in this opportunity, we will only be in direct contact with those applicants who are selected for interview