



IT SHARED SERVICES – ANGLOPHONE NORTH SCHOOL DISTRICT

INVITES APPLICATIONS FOR THE FOLLOWING PERMANENT POSITION:

COMPETITION #25-059

TECHNOLOGY SUPPORT SPECIALIST: LEVEL I

Location: Bathurst Education Center

Public Service Alliance of Canada Union (Local 60702), School Business Officials Group

Join our dynamic team as a Technical Support Specialist and make a meaningful impact by providing essential guidance and technical support to various education facilities. Under the direction of the IT Operations Supervisor, this role encompasses the following:

Key Responsibilities:

- **Client-Centric Support:** Deliver exceptional support to clients, ensuring their technological needs are met promptly and efficiently.
- **Hardware and Software Solutions:** Diagnose and resolve hardware and software issues in a multi-vendor hybrid environment.
- **On-Site Assistance:** Travel to multiple school sites to provide technical support and effectively address any issues.
- **Information Management:** Maintain precise records of hardware and software inventory, oversee equipment distribution, and support procurement and deployment efforts.
- **Streamlined Documentation:** Efficiently complete and manage necessary paperwork, including service requests, building systems information, and equipment inventory records.
- **Collaborative Problem-Solving:** Partner with IT Operations Supervisors, Information Systems Managers, and fellow team members to tackle complex technical challenges.
- **Policy Compliance:** Adhere to established protocols, policies, and procedures.
- **Commitment to Learning:** Participate in both self-directed and provided training to remain current with industry trends, continually enhancing both technical proficiency and soft skills.

Qualifications:

- Successful completion of a recognized Computer Technology program or equivalent, relevant work experience may be considered. Industry recognized certifications would be an asset.



- Previous experience in hardware and software troubleshooting is an advantage.
- Exceptional communication and interpersonal skills.
- Willingness and ability to travel to multiple school locations as required. Must have a valid driver's license and transportation.

Necessary Special Requirements:

- Must be able to work as part of a team, as well as being able to work independently with a diverse client base.
- Must be physically fit, as this position requires lifting an average of 40 lbs. and standing for long periods.
- Must have good organizational skills.

Salary: This is a unionized PSAC position and falls under School Business Official 3 Pay Band (\$53,196 to \$73,398 annual).

Application: Must include a current resume, cover letter and the names of two (2) work-related references.

Please **apply** directly online at <https://asdn.simplification.com/>

Applicants must clearly demonstrate the essential qualifications to be given further consideration.

Thank you in advance for applying. Only those selected for an interview will be contacted. Criminal record check will be required as a condition of employment for the successful candidate.

Competition closes **Thursday April 17, 2025, at 12:00 PM**

(All facilities in Anglophone North School District are scent reduced environments)

We are committed to employment equity.

Join us and be a vital part of our mission to enhance education through technology. Apply now to help shape the future of learning!