

Job Posting – Network Control Technician



General Description

For over 25 years **SRB Education Solutions Inc.** has delivered a growing range of software to meet the administrative needs of the North American K-12 education sector. **SchoolLogic** is a division of SRB based in St. Albert, Alberta.

The key objective of the **Network Control Technician** is to provide professional Information Technology (IT) services both internally and to SchoolLogic customers. Services include system support for server and workstation operating systems, for hardware and related peripherals and for the physical network. The successful candidate will have exceptional customer service skills, systems and software diagnostics experience, and demonstrate the ability to manage multiple projects at the same time.

Duties & Responsibilities

Provide IT support to SchoolLogic staff:

- Install, configure, and upgrade desktop hardware and peripherals to include network cards, printers, modems, mice and other hardware interfaces.
- Deploy, maintain and upgrade operating systems and desktop applications on desktop computers used by SchoolLogic staff.
- Troubleshoot and resolve hardware, software, and connectivity problems, including user access and component configuration.
- Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
- Support and maintain the Microsoft Windows server based network architecture, including services, such as DNS Server, DHCP Server, Active Directory, File Services, Print Services, Mail Services, SQL Server Services and IIS Web Server Services.
- Support and maintain essential safety and security services on the network, such as maintaining regular backups, preparation for disaster recoveries and providing firewall, Anti-Virus and Anti-Spam protection.
- Work as a team member with other technical staff to ensure connectivity and compatibility between systems.

Effectively document the IT infrastructure at SchoolLogic, including:

- Write and maintain system documentation.
- Prepare flow charts and diagrams outlining systems capabilities and processes.
- Record and maintain hardware and software inventories, site and server licensing, and user access and security.
- Document system problems and resolutions for future reference.
- Write and maintain implementation documents, configuration documents and troubleshooting guidelines.
- Research and recommend hardware and software development, purchase, and use.

Duties & Responsibilities - continued

Provide IT support to clients on SchoolLogic product related services:

- Collect information to analyze and evaluate existing or proposed systems for clients that plan to implement SchoolLogic software solutions.
- Assist SchoolLogic clients with the installation, configuration and the successful operation of SchoolLogic software systems.
- Assist SchoolLogic clients with troubleshooting and resolving hardware, software, and connectivity problems, when using SchoolLogic products.
- Maintain confidentiality with regard to the information being processed, stored or accessed by the network at sites of SchoolLogic clients.
- Co-ordinate with on-site staff to resolve hardware or software related problems, when running SchoolLogic products.

Performance Expectations

- Plan, set and work to meet service response time targets.
- Proactively communicate to SchoolLogic staff and customers through e-mails, phone calls and web presence if available, to educate on technology, inform of technical issues affecting their systems, and promotion of services and products.
- Attend weekly operations meeting with the Infrastructure Services Manager.
- Build knowledge center resources to be a valuable resource to which we can direct SchoolLogic staff and customers.
- Develop, promote, present, and execute ideas for improving IT services for SchoolLogic, preferably while increasing efficiency and service delivery.
- Assist personnel of other departments as a computer resource.
- Provide on-the-job training to new department staff members.

Skills Required

- Superior diagnostic and troubleshooting skills.
- Good customer service and interpersonal skills.
- Experience in configuring and maintaining a Microsoft Windows Server based infra-structure.
- Experience in configuring and maintaining LANs and WANs.
- Excellent communication skills, preferable in oral, written and group presentations.
- Self-motivated and results-oriented.
- Ability to multitask and prioritize under pressure.
- Strong attention to accuracy and detail.
- Team player with a positive attitude.
- Professional manner, balanced with ethical behavior and judgment.

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Education & Experience Required

- Degree or Diploma in Computing Science or equivalent experience.
- Two years of proven, successful technical hardware and operating system troubleshooting experience requiring direct interaction with customers.
- Deep familiarity with Microsoft Server platforms, and preferable one non Microsoft Server platform, such as UNIX / Linux based platforms: AIX, HP-UX, Solaris or Linux.
- Good competence in Microsoft Office is required.
- Knowledge of web-based meeting technology and CRM systems are an asset.
- Experience with the Education or Public Sector is an asset.
- Experience in supporting enterprise software applications is an asset.

To Apply for this Position

Send your resume via email to:

Resumes@srb-es.com

SchoolLogic – *A division of SRB Education Solutions Inc.*

SRB Education Solutions Inc. – *A member of StarDyne Technologies*

For additional company information, please visit the following websites:

www.SchoolLogic.com and www.SRBEducationSolutions.com