



IT HELP DESK SUPPORT TECHNICIAN

Located on the shared, traditional, and unceded territories of Katzie First Nation and Kwantlen First Nation, the Maple Ridge-Pitt Meadows School District (SD42) provides quality education to over 16,500 students. SD42 has an opening for an IT Help Desk Support Technician, reporting to the Manager of Information Technology. The IT Help Desk Support Technician coordinates and carries out help desk services, providing computer desktop support and technical assistance to staff, students, and parents as the first point of contact for technical infrastructure problems. This position installs and supports effective use of software and application products, provides general user account administration, and coordinates the flow of the help desk ticket queue for the IT Department.

The applicant will possess:

- Successful completion of Grade 12 plus completion of a two-year diploma in computer and information technology, as well as a recognized Help Desk designation, the ITIL Foundation Level certification, and a Quality Assurance Testing certificate.
- Two years of related help desk experience, with solid skills operating enterprise Help Desk Software, as well as technical experience working with database systems, office programs, email systems support, servers and networks.
- Strong knowledge of and proficiency with Windows/Macintosh operating systems and Microsoft Office Suite software including word processing, spreadsheet and database programs.
- Excellent organizational skills combined with the ability to work under pressure with limited supervision, and strong oral and written communication skills.
- Demonstrated ability to work at the level of independence and with the degree of initiative appropriate to the position.
- Demonstrated ability to communicate effectively and harmoniously with staff, students, parents, contractors and outside agencies.
- Sufficient physical strength to lift and handle computer equipment and a valid B.C. Driver's License.

This is a regular full time position, 40 hours per week, 12 months per year. The rate of pay is \$29.16/hour. To apply, please forward your cover letter, resume, [District Application Form](#) and supporting documentation to applicants@sd42.ca, quoting posting #C2122-283. For the full job description, [please click here](#).

The district appreciates the interest of all applicants, however, only those selected for an interview will be contacted.

For more information about our School District please visit: <http://www.sd42.ca/our-district>

Our staff members are the foundation of our system. When you join our school district, you become part of a talented community of educators and support staff dedicated to enriching the lives of all students and helping them achieve success.

