



IT HELP DESK & COMPUTER TECHNICIAN

(CONTINUING)

School District No. 42 (SD42) meets the learning needs of approximately 16,000 students of all ages in Maple Ridge and Pitt Meadows, and is defined by its determination to keep student learning and growth at the heart of all its decisions. With an annual budget of over \$200M and over 2,000 staff, the school district provides K-12 educational services in 22 elementary schools, six secondary schools, and two alternate schools. It also provides a variety of certificate programs and relevant quality life-long learning opportunities through Ridge Meadows College and Continuing Education.

SD42 is looking for qualified applicants interested in working as an IT Help Desk & Computer Technician at the District Education Office. Reporting to the Manager of Information Technology, 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.

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.
- Strong oral and written communication skills and sufficient physical strength to lift and handle computer equipment.
- 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 and a valid BC Driver's license.
- Additional details as outlined in the full job description, [please click here](#).

There are two full-time continuing positions available, working 40 hours per week, following a 12-month schedule. The rate of pay is \$32.41/Hour plus a comprehensive benefits package.

To apply, please forward your cover letter quoting posting #C2324-363, resume, [school district application form](#) and supporting documentation to applicants@sd42.ca. This posting will remain open until filled.

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.

