<table>
<tr><td></td><td>

School District #54 (Bulkley Valley)
JOB DESCRIPTION

TECHNOLOGY DEPARTMENT – SOFTWARE SUPPORT ANALYST
Location: District

</td></tr>
</table>

SUMMARY:
Reporting to the District Principal of Information Technology, the Software Support Analyst works as a team member to support learning, through the provision of a range of software support services.

DUTIES:
- Functions as a District-based computer resource person who supports staff throughout the District in the use of a wide variety of technology by providing phone, e-mail, remote access and site visit assistance
- Maintains current knowledge of developments in software in use throughout the District
- Supports the application of student administration software
- Produces reports for the Ministry of Education as required
- Supports the delivery of District events using information technology
- Develops and provides in-service training and help sheets to users in new and existing software
- Creates and maintains websites and trains users in the maintenance of websites
- Maintains District hardware and software inventory
- Loads and unloads vehicles, transports materials and equipment as required.
- Ensures quality workmanship and safety of work sites
- Ability to carry out and perform work schedule with minimum supervision
- Communicates effectively using courtesy, tact and discretion with school staff, students and parents in the explanation and clarification of information
- Maintains the confidentiality of information seen or heard
- Works as a team member to ensure the timely resolution of Information Technology support requests
- May be required to perform other assigned comparable duties which are within the scope of knowledge, skills and abilities required by this class specification

QUALIFICATIONS:
- Completion of Grade 12 (Dogwood Certificate)
- Minimum of one year of post secondary training or an equivalent combination of training and work experience
- Two years of current relevant work experience
- Demonstrated exceptional skills and experience with communication technology, word processing, database management and spreadsheet programs (e.g. Microsoft Office/Maplewood/SDS)
- Demonstrated ability to use initiative to determine, judge and select appropriate course of action
- Workplace Hazardous Materials Information System (WHMIS) Certificate and familiarity with Workers' Compensation Board (WCB) safety procedures
- Valid Class 5, B.C. Driver's License and an exemplary driving record as demonstrated by a current driver's abstract
- Physical capability to perform the job duties

N.B. This description contains the elements necessary for the identification and evaluation of the job. It is not an exhaustive list of the duties to be performed. Duties not listed should not affect the evaluation

Agreed to:

_____   _____
CUPE Job Description Committee   CUPE Job Description Committee

_____
        Secretary Treasurer