

1.0 Information Systems – Technical Support Specialist

BULLETIN NUMBER:	374/C/24	DATE POSTED:	July 9, 2024
SCHOOL:	LOUIS RIEL SCHOOL DIVISION NORBERRY BOARD OFFICE		
COMMENCING:	September 15, 2024		
COMPENSATION:	CUPE Local 4642 Clerical-Technical – Payband 3A	\$32.23 to \$37.68	
HOURS:	8.0 hours per day – 12 Month Classification		

JOB SUMMARY:

The Information Systems (IS) - Technical Support Specialist is responsible for helping end-users with software, hardware and general questions surrounding the application of information technology. This role involves resolving technical issues by identifying problems, researching solutions, and guiding users through the necessary steps to fix them. This position will report to the Manager of Desktop Services and may also receive direction from the Director of Information Systems.

RESPONSIBILITIES AND DUTIES:

As the IS Technical Support Specialist, your responsibilities include, but aren't limited to:

- Provide support regarding information technology.
- Diagnose and repair hardware and software issues.
- Coordinate warranty issues with vendors and contractors.
- Develop IT resources and training materials.
- Adhere to all relevant policies and procedures and contribute to a safe work environment.
- Perform other related duties as assigned.

QUALIFICATIONS (EDUCATION AND EXPERIENCE):

Education/Certification/Training:

- Completion of Grade 12 education.
- Completion of related degree or diploma in the field of Information Technology, or relevant courses with diploma or certification.

Experience, knowledge, and skills:

- Two (2) years experience in a similar position in the field of information technology.
- Experience in various Microsoft Ecosystems, including Productivity / Office, Dynamics / Business applications, and Azure / Data analytics.
- Experience in teaching adults is an asset.
- Experience with Microsoft Power Platform or similar low-code platform would be considered an asset.
- Ability to prioritize and organize multiple tasks and ensure completion within required timelines.
- Ability to work effectively both independently as well as part of a team.
- Excellent verbal and written communication skills.
- Ability to explain complex concepts in simple terms to clients.
- Excellent understanding of confidentiality and privacy issues.

CONDITIONS OF EMPLOYMENT:

- Satisfactory Criminal Record Check, including Vulnerable Sector Search.
- Clear report from the Child Abuse Registry.
- Completion of Respect in School or equivalent training.
- Valid Manitoba Driver's License and access to a reliable vehicle.
- Review and comply with Divisional policies and guidelines.
- Continued employment is subject to maintaining legal eligibility to work in Canada.

APPLICATION PROCEDURE:

The Louis Riel School Division is committed to employment equity and accessibility. We encourage applications from members of equity-seeking groups with diverse abilities, backgrounds, cultures, identities.

- Apply by using the LRSD online submission process at www.lrsd.net.
- Include in your resume and cover letter your strengths and abilities and clearly define how you meet eligibility for the role.
- Identify the names and contact information of three references.
- Address cover letter and resume to Staff Services, Louis Riel School Division.
- Quote the Bulletin Number on the application; a separate application is required for each job bulletin.
- Upload your resume and cover letter as one document.
- Selection of candidates shall adhere to existing CUPE 4642 collective agreement provisions.

We thank all applicants for their interest. Only those selected for further consideration will be contacted.

APPLICATION DEADLINE:

4:00 p.m., Monday, July 22, 2024



LRSD.NET

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