



DIVISION SCOLAIRE

LOUIS RIEL
SCHOOL DIVISION

1.0 INFORMATION SYSTEMS

SOFTWARE SUPPORT FACILITATOR (Term)

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| BULLETIN NUMBER | 679/C/18 | DATE POSTED: | February 28, 2019 |
| SCHOOL | LOUIS RIEL SCHOOL DIVISION BOARD OFFICE | | |
| COMMENCING: | As soon as can be arranged to June 30, 2020 or one day prior to the return of the incumbent whichever occurs first | | |
| COMPENSATION: | Payband 3A | \$29.69 | to \$34.71 |
| HOURS: | Eight (8) hours per day, five (5) days per week; 12 months per year | | |

POSITION DESCRIPTION:

Role:

The Software Support Facilitator is responsible for providing support to the end-user community on Student Information Software, network usage and general questions surrounding the application of information technology. She/he supports the understanding of curricular and administrative software.

Responsibilities include:

The Software Support Facilitator will be a key representative for LRSD's Student Information System and related software. The facilitator will offer users high-quality support, planning, implementation of new features, testing, validation, and issue resolution.

REQUIRED AND PREFERRED QUALIFICATIONS:

- Completion of Grade 12 education
- Completion of related degree or diploma in the field of Computer and Information Systems Technology; completion of a Computer Science degree would be considered an asset
- Strong proficiency in Microsoft Office 365 to create user friendly user documentation
- Experience working with databases. SQL skills would be an asset
- Experience with data analysis including report creation, data validation and data integrity
- Minimum of 5 years of practical experience in a similar position and proven track record in the field of information technology
- Strong ability to prioritize and organize tasks and projects
- Ability to work effectively as a team member and independently
- Strong communications skills combined with ability to explain complex concepts to clients
- Excellent understanding of role of confidentiality and privacy issues
- Experience in teaching adults or related training is an asset
- A valid Manitoba Driver's Licence and access to a reliable vehicle may be required

APPLICATION PROCEDURE:

Please apply by using the LRSD online submission process at www.lrsd.net. Upload your resume and cover letter including the names of three references, and address to: Lisa Aitken, Assistant Superintendent, Louis Riel School Division

APPLICATION DEADLINE: **4:00 p.m., Wednesday, March 6, 2019**

IMPORTANT NOTES RELATING TO YOUR APPLICATION:

- Bulletin number must be quoted on each application; a separate application is required for each job Bulletin.
- Selection of candidates shall adhere to the collective agreement provisions between the LRSD and CUPE 4642
- Offer of employment with the Louis Riel School Division will be subject to the results of a Criminal Record Check (including Vulnerable Sector Search) and a clear report from the Child Abuse Registry.
- We thank all applicants for their interest; however only those selected for further consideration will be contacted.

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