RDCO Job Description

Position Title:	Student – Computer Systems	**Division:**	Corporate Services
Reports To:	Manager of Information Services	**Date:**	February 2, 2015

Job Purpose/Summary:

Responsible to assist with IT support which includes computer setup, training, and service requests.

Principal Accountabilities:

Assist with :

1. PC Replacements
   - Reviewing Inventory
   - Setting up and distributing new equipment
   - Training and scheduling with staff on new software / equipment.

2. General trouble shooting / help desk support
   - Dealing with customer service requests
   - Communicating effectively with customers
   - Managing expectations
   - Diagnostics and follow through to resolution

3. Projects as established with the IT team.

4. Other related duties as assigned.

Reporting Relationships:

Direct Reports:

Dimensions: (Annual/approximate)

Knowledge, Skills & Experience

Educational Background Required:
- Completing studies in PC / MCSE / Networking
- Valid BC Driver's Licence

Experience Required:
- Studies in PC / MCSE / Networking
- Excellent computer abilities
- Effective communication skills

Working Conditions:

- **Physical Effort:** Some physical work with hardware installations.
- **Physical Environment:** Office environment with some field site visits. Some exposure to noise and cold in the server room.
- **Mental Stress:** need for accuracy
- **Sensory Attention:** Must be totally focused to make configuration changes, no room for error