



JOB DESCRIPTION

JOB TITLE: Systems Support Technician
DEPARTMENT: Information Technology
REPORTS TO: IT Manager
CLASSIFICATION: 46-week contract; Full Time

JOB SUMMARY: The Systems Support Technician will be responsible for providing support and integration of various school systems including the School's Student Information System (SIS) and Enrollment Management System, along with supporting the school website. The Systems Support Technician will work closely with staff to determine systems needs, supports, training, and solutions. This is a developmental position which will be guided and directed by the needs and integration of various roles and departments.

KEY RESPONSIBILITIES:

SIS: PowerSchool Administration (50%)

- Manage day-to-day operations of the PowerSchool SIS, ensuring data integrity and accessibility.
- Perform system updates, patches, and upgrades in coordination with vendors or IT.
- Manage user accounts, security roles, permissions, and access controls.
- Configure and maintain system settings and preferences (e.g., grading, scheduling, attendance, standards).
- Assist with the generation and distribution of standard and custom reports (including attendance, grades, schedules, enrollment, transcripts).
- Set up and maintain reporting tools (such as Object Reports, ReportWorks, MBA Report Creator, DAT, SQL Reports).
- Support scheduling tasks using PowerScheduler (course requests, build, load, commit).
- Troubleshoot and resolve technical issues related to PowerSchool SIS.
- Liaise with PowerSchool support and maintain system documentation.
- Train and support school staff (teachers, office support, admin) in using PowerSchool features, including new staff orientation.
- Monitor data imports/exports with third-party applications (e.g., SchoolMessenger, LMS, provincial reporting tools).
- Maintain backups and ensure disaster recovery protocols and privacy measures are followed.

Website Management (20%)

- Assist with regular updates to website content, including news, announcements, calendars, and documents.
- Update text, images, and multimedia elements as needed.
- Ensure accessibility compliance and mobile responsiveness of updates.
- Coordinate with department heads or communications staff for content accuracy.
- Work with website vendors or platforms (e.g., Finalsite, WordPress, Metric Marketing) for more complex changes or enhancements.
- Maintain website structure and navigation for ease of use.
- Monitor website for broken links, outdated content, and user feedback.
- Participate in website update/renewal/overhaul/redesign.

Enrolment Management System: Finalsite (15%)

- Support the day-to-day operations of Finalsite, ensuring data integrity and accessibility.
- Perform system updates, patches, and upgrades in coordination with vendors or IT.
- Manage user accounts, security roles, permissions, and access controls.
- Configure and maintain system settings and preferences.
- Assist with the generation and distribution of standard and custom reports.
- Train and support school staff in using Finalsite features, including new staff orientation.
- Monitor data imports/exports with third-party applications including integration and data transfer to PowerSchool.
- Maintain backups and ensure disaster recovery protocols and privacy measures are followed.

School Projects and Other Duties (15%)

- Help Desk (back-up)
 - Respond to Help Desk ticketing system as required
 - Ensure the user experience is positive
 - Escalate Help Desk tickets as needed
- Audiovisual and Media Support (back-up): Assist as needed with Media and AV to support LCS educational needs, including classroom, remote learning, concerts, events, meetings, etc.
- Research new software and integration solutions.
- Participate in the training and onboarding of new systems and software.
- Other duties as assigned.

EDUCATION AND QUALIFICATIONS:

- Completion of Grade 12;
- Post-secondary education in IT or a minimum of 5 years of related work experience;
- Training in website management, Wordpress, etc.
- Evidence of ongoing professional development in areas related to the responsibilities listed in this Job Description.

REQUIRED SKILLS /EXPERIENCE

- Ability to work effectively and collaboratively as part of a team;
- Ability to work independently and highly self initiating;
- Ability to interact effectively and positively with administration, staff, students and the public and outside agencies;
- High degree of initiative, organizational, prioritizing and time management skills;
- Ability to meet multiple demands and deadlines with many interruptions;
- Strong analytical abilities;
- Excellent attention to detail, accuracy and follow up;
- Effective interpersonal and communication (verbal and written) skills;
- Good understanding of the role of and maintaining confidentiality and privacy issues;
- Ability to deal with difficult and sensitive situations with tact and diplomacy;
- Ability to effectively adapt to changing situations or increased responsibilities within the workplace;
- The desire and ability to engage in continuing education and professional development.

OTHER REQUIREMENTS:

- A sincere love for Jesus Christ evidenced by lifestyle, including regular attendance at weekly church services;
- Willingness to sign and adhere to the LCS Statement of Faith and Lifestyle Commitment;
- Enthusiastic support of the Mission, Vision and Core Values of Linden Christian School;
- Participation in corporate and individual prayer, school chapels and worship services, along with a deep understanding of the commitment to serve in a Christian environment;
- Satisfactory completion of a personal Criminal Records Check/Vulnerable Sector Check and Child Abuse Registry Check once every five years;
- Satisfactory completion of the Department of Education's Respect in Schools program.

SKILLS/CERTIFICATES TO PURSUE

- Powerschool and Finalsight training

- Webmaster
- Database (SQL)
- Clever Certificate
- Report building

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by personnel assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.