



DATA PROCESSING TECHNICIAN

Nature of the Work:

The principal and customary work of an employee in this class of employment consists in programming or modifying in-house applications, managing networks, repairing complicated breakdowns for computer users and assisting computer analysts in the development and implementation of systems.

The IT Helpdesk plays a mission-critical role in providing responsive technical support to EMSB's staff, parents and students in their day-to-day use of EMSB technology. As part of the Quebec's "Stratégie de Transformation Numérique Gouvernementale," the EMSB is committed to providing quality technical support to its community. In addition to HelpDesk duties, the successful candidate will also need to support fellow IT staff and perform other duties, including: Password Resets, Computer Repairs, Management of Video Surveillance and Door Access Servers, Windows OS, MacOS, iPadOS, iOS, Software Deployment, Inventory Management and IT Asset Catalogue Management.

Requirements and Qualifications:

- Hold a Diploma of College Studies in Computer Science Technology (Administrative Data Processing) or a diploma or an attestation of studies recognized as equivalent by the competent authority
- Fluency in English (both oral and written) and a strong working knowledge of French (both oral and written)
- Ability to program or modify applications using appropriate programming languages in order to meet the specific needs of users; tests software and programs and, if necessary, adapt them to ensure that they are compatible with existing systems and that they meet the need of users
- Ability to manage, install and configure systems or oversee the installation of components according to the procedures established; test, modify and upgrade computer networks
- Ability to effectively communicate verbally and in writing in both languages with a variety of clientele
- Strong aptitude for customer service, team collaboration, problem-solving, continuous improvement and professional development
- Ability to execute Service Desk "playbooks," work with various information systems and both create and follow documentation (e.g., Technical Guides, Escalation Protocols, Service Catalog, SLAs, etc.)
- Compliance with and sensitivity to Information Security and Data Privacy policies and protocols
- Knowledge of ITSM, ITIL, ERP, CRM, SCCM, Intune, Active Directory, Milestone Server, CDVI Centaur, considered assets
- Exemplary communication and problem-solving competencies
- Ability to follow escalation and technical procedures
- Ability to oversee computer-related work
- Ability to train less experienced technicians as well as coordinate the work of support staff in performing duties related to the implementation of programs involving technical operations for which he is responsible
- If need be, he or she performs any other related duty

Salary Range:

\$49,267.40 to 65,774.80

Testing:

The Human Resources Department will contact the selected applicants to undergo a testing session related to the post. Only the applicants who successfully pass the tests will be convened for an interview.

To view job description as outlined in the classification plan [click here](http://cpn.gouv.qc.ca/cpnca/en/negociations/plan-de-classification/personnel-de-soutien/) or visit their website <http://cpn.gouv.qc.ca/cpnca/en/negociations/plan-de-classification/personnel-de-soutien/>

Interested candidates should send their letter of interest and curriculum vitae to: jobs@emsb.qc.ca

The masculine gender was used in this posting to facilitate the reading.

The English Montreal School Board has implemented an Equal Access Employment Program in accordance with the Act respecting equal access to employment in public bodies and encourages applications from women, members of visible and ethnic minorities, aboriginal and handicapped peoples.