



Jim McCuaig Education Centre
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Committed to the success of every student
www.lakeheadschoools.ca

Lakehead District School Board

The incumbent must have excellent interpersonal skills to be used in dealing with a variety of computer users ranging from the general public to school volunteers, secretaries and principals, teachers and administration, software vendors, ministry contacts and other school boards.

Duties:

Duties to include but not limited to:

Working with the communication dept. to assist board office departments and schools with designing, creating, and maintaining web pages and provides support and guidelines for other web content developers for the board website, staff portal, schools web pages, and other board related organizations such as Adult Education.

Responsible for the creation and maintenance of school-level OnSIS procedures for distribution to secretaries at all schools.

Responsible for the submission of school-level enrolment data to the OnSIS application for all submission periods.

Responsible for assisting users requiring support. This requires extensive knowledge of Board used software and support systems. This includes support calls from the school Boards contracted by Lakehead Public Schools for support. Attempts to diagnose and assess the severity of reported problems and provides immediate technical support when possible. Skills intact, discretion and patience are critical, particularly in dealing with frustrated computer users.

Often work with various departments and staff to ensure that the system is up to date and that all data is accurate.

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