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Recommended Duties of Technical Support Staff

Acquired under the ITSS Grant

- Operating and monitoring computer equipment, network and servers, including mobile computing devices and audio/video equipment;

- Performing user IT support and assisting in incident management/trouble shooting;

- Assisting in management of computer job processing and systems, including WebSAMS, e-learning platforms, schools' intranet and webpages;

- Assisting in procurement of IT equipment and services, contract administration, site preparation, and management of IT asset and external suppliers such as WiFi service providers;

- Assisting in maintenance of records and documentation; and

- Any other relevant technical duties in supporting IT in Education.