

LEARNING TECHNOLOGY TECHNICIAN – CENTRAL TEAM (TERM POSITION)
12 MONTH POSITION – 35.00 HOURS/WEEK
EFFECTIVE: TBD (WITH THE POSSIBILITY OF EXTENSION WITHOUT COMPETITION)
HOURLY RATE OF PAY: \$32.43 - \$33.06

About the Limestone District School Board

The Limestone District School Board (LDSB) is situated on the traditional territories of the Anishinaabe and Haudenosaunee. We acknowledge their enduring presence on this land, as well as the presence of Métis, Inuit, and other First Nations from across Turtle Island. We honour their cultures and celebrate their commitment to this land.

The LDSB is the region's only fully inclusive school board. Limestone schools serve more than 20,500 students in 55 schools and five alternative education centres covering a geographic area of 7,719 square kilometres across the City of Kingston, the Townships of Central Frontenac, North Frontenac, South Frontenac, Addington Highlands, Loyalist, Stone Mills, the Frontenac Islands and the Town of Greater Napanee.

Position Overview

The Learning Technology Technician's role is to provide timely and high-quality support to our end users to identify and resolve technology-related problems on their own or with the assistance of the extended ITS team. The successful candidate will maintain in-house computer systems, desktops, laptops, mobile devices, peripherals and software running Windows, OS, iOS, Chrome. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and software while ensuring optimal device performance. The person will also troubleshoot problem areas in a timely and accurate fashion and provide end user training and assistance where required. Problem resolution may involve the use of network and remote support software, as well as making contact with vendors for external support and purchases.

Summary of Duties & Responsibilities

- Alert management to emerging trends in incidents by evaluating documented resolutions and analyze trends.
- Liaise with vendors to find solutions to problems and requests
- Create and run reports and Key Performance Indicators to assess School Learning Technology needs as well as Board Office's technology needs.
- Create and deliver training materials for other ITS staff as well as end-users.
- Accurately document instances of hardware failure, repair, installation, and removal.
- Support development and implementation of new computer projects, new hardware, operating system, learning technologies and software installations.
- Maintain up-to-date knowledge of learning technologies, hardware, operating system, and software applications through regular on-the-job training.
- Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.
- Use the ServiceDesk to accurately document and respond to end-user requests, as well as prioritize work to be completed.
- Work with end users to identify and achieve required support service levels.

See Yourself in Limestone
Where everyone achieves success and well-being.



- Liaise with, and provide support to, end users on device, peripheral and software operation and other issues.
- Install, configure, test, maintain, monitor, and troubleshoot end user devices, networked peripheral devices, and networking hardware products, using remote and on-site methods.
- Where required, install, configure, test, maintain, monitor, and troubleshoot software and operating systems, using remote and on-site methods.
- Perform analysis, diagnosis, and resolution of complex IT problems for a variety of end users, and recommend and implement solutions, including off-site repair as needed.
- Construct, install, and test customized configurations based on various platforms and operating systems.
- Develop and maintain an inventory of all devices, printers, projectors, and other peripheral equipment.
- Monitor and test device performance and provide performance statistics and reports.
- Suggest, install, and test customized configurations based on various platforms and operating systems.
- Assist with the detection and correction of network connectivity issues as required.
- If necessary, liaise with third-party support and equipment vendors.
- Develop Knowledge Items to support end users and technical staff
- Contact end users to collect feedback about quality of resolutions
- Reinforce SLAs to manage end-user expectations.
- Participate in employer-provided training, courses, and other professional learning opportunities as required to develop skills and professional knowledge.
- Demonstrates experience and commitment to EDI (Equity, Diversity, and Inclusion)
- Other related duties as assigned.

REQUIRED EDUCATION/QUALIFICATION/EXPERIENCE

- Minimum two-year Computer Technician College Diploma or equivalent relevant experience
- A+ Certification or Equivalent Accredited Certification
- Network Plus Certification or Equivalent Accredited Certification an asset
- Microsoft Certified Educator Certification or Google Certified Educator an asset
- Valid driver's license and access to a reliable vehicle

SKILLS AND KNOWLEDGE REQUIRED

- Excellent technical knowledge of network and device hardware, application software and current operating systems.
- Hands-on hardware and software troubleshooting experience.
- Extensive experience with one or more of: Windows, Chrome, iOS, Android operating systems.
- Working technical knowledge of current network protocols, operating systems, and standards.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Able to conduct research into IT issues and solutions as required.
- Able to operate tools, components, and peripheral accessories.
- Experience working in an ITIL-driven environment and working knowledge of ITIL principles and processes.
- Strong documentation skills.

PERSONAL ATTRIBUTES

- Highly self-motivated and directed.
- Ability to absorb new ideas and concepts quickly.

See Yourself in Limestone
Where everyone achieves success and well-being.



- Excellent analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks.
- Ability to conduct research into software applications, as well as technical application issues.
- Ability to present ideas in business-friendly and user-friendly language.
- Very strong customer service orientation.
- Excellent written, oral, interpersonal, and presentational skills.
- Experience working in a team-oriented, collaborative environment.
- Ability to present ideas in user-friendly language.
- Understanding of the organization's goals and objectives.
- Keen attention to detail.

How to Apply

If you are energized by a career where you will have the opportunity to work as a team supporting the school board's Information Technology department kindly follow the application process below. Packages must be submitted **by 12:00 p.m. on Monday, October 20, 2025** through [Apply to Education](#) by uploading the following documents:

- A cover letter detailing your skills and why this will make you the ideal candidate for this position.
- A resume which clearly outlines your qualifications and experience in this area.
- Proof of qualifications uploaded on your [Supporting documents](#) page

Internationally trained professionals/applicants with equivalent international experience are encouraged and invited to apply.

Commitment to Diversity and Inclusion

Across LDSB, we are committed to removing systemic barriers not only in recruitment but in retention and promotion as well so that you can see yourself in Limestone. The LDSB is dedicated to promoting fair and equitable hiring practices that will move us forward in hiring staff who reflect the full diversity and lived experiences within the communities we serve.

We invite and welcome you, through your cover letter, to self-identify as someone who has lived experiences, and who can bring valuable, diverse knowledge and perspective to our district and the students and communities we serve.

Accommodation will be provided to applicants to enable equitable participation in the recruitment process. Applicants can request accommodation at any time during the recruitment process.

Applicants who are transgender may provide records in a different name than their current legal name or name of common usage. This will not prejudice prospective employees in any way, and such information will remain confidential.

See Yourself in Limestone
Where everyone achieves success and well-being.





Our Intention: To make a positive difference in the lives of every student, in every classroom, in every school.

The Kingston community promotes and supports the diversity that continues to grow within our communities. For more information about Kingston and/or the LDSB, including equitable recruitment, retention and promotion practices, please visit limestone.on.ca.

We thank you for your interest. Only those applicants who have been selected for an interview will be contacted and invited to participate in the interview process.

See Yourself in Limestone
Where everyone achieves success and well-being.

