

Sea Island Elementary Office
8-1891 Wellington Crescent
Richmond, BC V7B1G6
Tel. 604-273-1651 cupe716.ca

April 22, 2026

School Board Trustees
School District No. 38 (Richmond)

My name is Stacey Robinson and I am the President of CUPE Local 716, which represents school support staff in school District #38, Richmond.

Thank you for the opportunity to speak on the proposed budget cuts to the **Help Desk Analyst** position, and what the loss of these skilled workers will mean for our district. Eliminating this job within the Technology Department would have significant consequences for students, staff, parents, as well as the overall efficiency of the district. In today's K-12 learning environment, reliable technology is not optional, it is foundational to teaching, learning, and administration.

As workers for this district, **Help Desk Analysts** are the primary point of contact for all technology-related issues. They connect schools and departments, ensuring that systems run efficiently and disruptions are resolved quickly. Eliminating this role will lead to service delays, reduced operational effectiveness, and will negatively impact daily educational delivery to students.

The people that provide Help Desk services provide direct support for administrators, teachers, support staff, custodians, parents, caregivers, and students. They deliver training for new staff and conduct workshops during Pro-D days to increase digital literacy for all staff. They support core platforms and assist families with parent portal access. And of course, they provide direct support to students ensuring they have reliable access to technological tools for learning.

Help Desk Analysts also manage critical operational functions: deploying and maintaining staff devices, coordinating inventory, handling summer collection and redeployment in prior to school start up, supporting school audits, and ensuring compliance with district and provincial requirements. In addition, they oversee the intake, distribution, and delivery of procured technology resources, ensuring schools and departments receive the technology they need in a timely and organized way.

With only two **Help Desk Analysts** supporting the entire district, losing even one position will have immediate and lasting impacts on students and families. It will disrupt classroom instruction, slow administrative operations, reduce support for families, and ultimately increase long-term costs through inefficiencies, errors, and potential outsourcing.

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These roles require highly skilled workers with specialized knowledge and experience that cannot be easily replaced. Preserving the **Help Desk Analyst** position and keeping these workers is critical to maintaining the integrity and effectiveness of our district's educational and technological services. The long-term risks of weakening the technological supports that keep our schools running and students learning, far outweigh short-term savings.

At a time when our student's educations and futures are more dependent than ever on reliable technology, this is not where we step back—it's where we stand firm.

I urge the Board to protect this role for the success of every student, educator, and family we serve.

In solidarity,



Stacey Robinson
President, CUPE Local 716