



## CITY OF COLWOOD

### JOB DESCRIPTION

**TITLE:** INFORMATION TECHNOLOGY TECHNICIAN  
**DEPARTMENT:** FINANCE  
**POSITION TYPE:** UNION POSITION  
**PAY GRADE:** PAY GRADE 15, plus shift premium on applicable hours.  
**LAST UPDATED:** JULY 2026 (under review)

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### **NATURE AND SCOPE OF WORK**

Reporting to the Manager of Information Technology, with functional supervision from the IT Analyst, the IT Technician contributes to the effective operation of the IT department through the support, maintenance, and the day-to-day operation of the City's computer systems, applications, servers, network, telephone system and mobile devices.

The Information Technology Technician provides technical support to City staff, Council, and committees, ensuring the reliability, security, and availability of technology systems and services. The position is responsible for troubleshooting and resolving technical issues, implementing system updates and enhancements, supporting technology-related projects, and assisting with business continuity and operational requirements. The role includes providing in-person technical support for Council and committee meetings, which often take place in the evenings, and responding to after-hours operational and emergency technology issues as required.

As a member of the City of Colwood team and workplace community, you will be responsible for adhering to all workplace policies and work procedures, and for demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

1. **Technical Support & Training:** Acts as the main contact for the City's IT Service desk, offering both front-line and advanced technical support to staff and Council. Resolves hardware, software, and connectivity issues on-site and remotely. Administers IT onboarding for new employees, and creates training materials focused on technology use, cybersecurity, and IT best practices with an emphasis on customer service.
2. **Core Infrastructure:** Monitors the City's on-premises IT infrastructure to ensure reliable operations. Provides support and troubleshooting for applications, network services, and core platforms such as email, VPN/remote access, video conferencing, and Active Directory. Monitors system performance and capacity.
3. **Identity & Security Administration:** Administers both on-premises Active Directory and Azure AD (Microsoft Entra ID), handling user lifecycle processes, security group management, and synchronising



hybrid identities. Responsible for maintaining Group Policy, Conditional Access, MFA, and access controls that enforce a zero-trust security approach. Tracks authentication activity, responds promptly to security alerts, and regularly reviews access rights to uphold least-privilege principles.

4. Endpoint Management & Asset Lifecycle: Handles deployment, setup, and ongoing support for endpoint devices used by City staff and elected officials—including Windows computers, laptops, and mobile devices. Utilizes tools like Microsoft Intune to keep devices secure, patched, and current. Manages device installations, relocations, changes, and oversees mobile devices and service plans. Maintains an accurate IT asset inventory to aid in lifecycle planning and equipment refresh projects. Offers budgetary advice and recommendations to senior leadership regarding the timing and priorities of equipment upgrades.
5. Telecommunications & Systems Support: Responsible for supporting the City's telecommunications and related systems, encompassing VoIP phone platforms, handsets, voicemail, and conferencing solutions. Addresses and resolves telephony and system issues to ensure the reliability of communications infrastructure.
6. SharePoint & Digital Collaboration: Administers the City's SharePoint, including provisioning, permissions, metadata configuration, storage, security, and lifecycle management of departmental sites. Enforces standards, resolves issues, and restructures as needed for stability and compliance. Works with departments to design organized information architectures and regularly reviews site usage and storage to optimize performance.
7. Information Governance & Compliance: Works with the Records Coordinator to implement information governance and ensure digital records comply with relevant policies and laws. Supports the implementation and maintenance of Microsoft Purview configurations, including retention labels and policies, as defined by the IT Analyst and Records Coordinator.
8. Records & Content Management: Collaborates with Corporate Services and departments to integrate records management into IT systems, supports migration to Microsoft 365 solutions like SharePoint, ensures proper classification and retention of documents and email, provides technical assistance for retention and legal holds, and improves metadata and retention tagging for better record management.
9. Digital Forms & Workflow Automation: Designs and maintains electronic forms and workflows to improve efficiency and reduce paper use. Administers the City's Docusign platform, including templates and multi-step signing workflows, establishes standards for form design, version control, and records retention, and provides staff training and support.
10. Automation & Scripting (PowerShell / Python): Uses PowerShell to resolve Microsoft 365 issues such as permissions, configuration, and Purview retention labels. All scripts are documented, tested, and follow change control protocols.
11. Backup, Recovery & Continuity: Maintains working knowledge of the City's backup and recovery systems to support service restoration during incidents. Assists with technical efforts to restore



functionality as quickly as possible, communicating with stakeholders about system status and expected recovery timelines.

12. Coordinates with the IT Manager and project teams to plan and implement IT initiatives and system upgrades. Supports project implementation tasks and provides technical input as assigned by the IT Analyst or Manager.
13. Identifies ways to use Microsoft 365, automation, and new tools including AI to increase efficiency. Contributes expertise to IT operational plans and strategies, drafts and updates IT policies and procedures, and stays informed of best practices through professional networking.
14. Performs related duties as assigned by the Manager of Information Technology. Ensures work complies with City policies and security standards and maintains current knowledge of technologies and municipal IT practices to improve service delivery.
15. Provides in person technical support to Council and committee meetings, including evening meetings, normally on a scheduled basis, and other on call after hours support as required.

#### **MINIMUM TRAINING AND EXPERIENCE REQUIRED**

- Two-year diploma in Information Technology or a related field, or an equivalent combination of education, certifications, and experience. A bachelor's degree is an asset.
- Minimum five (5) years of progressive IT systems support and administration experience, including Microsoft 365 and network/server environments. Experience in a municipal or public-sector setting, records management, GIS, or compliance-focused systems is an asset.
- Relevant Microsoft, cloud, security, IT service management, or information governance certifications are considered assets.
- Preference will be given to candidates with relevant and recent municipal government or related government experience.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Strong knowledge of Microsoft 365, cloud identity, collaboration tools, and information management/compliance systems.
- Experience with SharePoint Online, PowerShell scripting, automation, and hybrid IT environments
- Solid understanding of core IT infrastructure, endpoint management, and enterprise applications (including GIS)
- Excellent analytical, troubleshooting, communication, and organizational skills
- Ability to manage multiple priorities, adapt to changing technologies, and deliver reliable, customer-focused IT services
- Demonstrated professionalism, discretion, and adherence to privacy and security requirements.
- Ability to lift and carry up to 40 pounds.
- Ability to perform work in short periods of bending and crouching (under desks).



- Ability to work outside of regular business hours to support operational requirements, typically scheduled and/or with notice.

#### **REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS**

- Valid Class 5 BC driver licence is required to support multiple locations.

#### **Working Conditions/Job Environment**

- Work is conducted in an open and shared office environment.
- The regular work schedule includes one (1) afternoon/evening shift per week to support operational requirements (Council and/or Committee meetings). Additional scheduled overtime may be required.
- Some over time may be required occasionally for after-hours, on-call, and weekend support to respond to emergency situations, system issues, maintenance activities, and other operational requirements.
- Occasional exposure to electronic and electrical equipment and server room environments. Work is performed in accordance with established safety procedures.
- Occasional lifting and carrying up to 40 pounds.
- Some work may include periods of bending and crouching (under desks).