



CITY OF COLWOOD JOB POSTING

POSTING ID #:	COC20210415_ITT
POSITION TITLE:	INFORMATION TECHNOLOGY TECHNICIAN (under review)
DEPARTMENT:	IT SERVICES, FINANCE DEPARTMENT
POSITION TYPE:	FULL TIME UNION POSITION
POSTING TYPE:	INTERNAL/EXTERNAL
SALARY:	Pay Grade 15 - \$41.74/hr (2021 rate)
HOURS OF WORK:	35 hours per week, Monday – Friday between the hours of 8am – 5pm
BENEFITS:	A comprehensive benefits plan as per the terms of the Collective Agreement

The City of Colwood is home to more than 17,000 residents and is located 25 minutes from downtown Victoria. IT Services is a small team within and under the oversight of the City's Finance department which provides service and support to the entire organization. The City of Colwood has an opportunity for an **INFORMATION TECHNOLOGY (IT) TECHNICIAN**. This is a UNION position with CUPE Local 374.

Reporting to the Manager of Information Technology, the IT Technician contributes to the effective operation of the organization's IT services 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 team strives to provide exceptional customer service to its clients which are primarily internal staff as well as other key members of the City's organization. This position is the first point of contact for clients through a helpdesk system and requires excellent customer service skills and verbal and written communication skills, with an ability to interact courteously, professionally, and tactfully while providing troubleshooting support, sometimes in high pressure or urgent circumstances. A positive attitude, flexible style and sense of humour are welcome assets to this role!

MINIMUM TRAINING AND EXPERIENCE REQUIRED

- A Diploma (2 year) in Information Technology or equivalent IT Certifications.
- Minimum of 5 years' demonstrated practical Information Systems and business applications experience.
- Minimum of 2 years' experience in managing land and resource related data.
- Preference will be given to candidates with relevant and recent municipal government or related government experience.
- A valid class 5 BC driver's license is an asset

A complete job description is available at www.colwood.ca/careers

Using the subject line **POSTING ID# COC20210415_ITT**, please submit your resume and cover letter, in confidence, to **Mark Downton, Manager of Information Technology**, at careers@colwood.ca.

Applications will be accepted until 4:30pm on April 30, 2021.