



## CITY OF COLWOOD

### JOB DESCRIPTION

**TITLE: INFORMATION TECHNOLOGY TECHNICIAN**

**DEPARTMENT: FINANCE**

**POSITION TYPE: UNION POSITION**

**PAY GRADE: PAY GRADE 15**

**LAST UPDATED: APRIL 2021 (under Review)**

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

Reporting to the Manager of Information Technology, 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.

#### **TYPICAL DUTIES AND RESPONSIBILITIES**

1. Acts as first point of contact for technical support and helpdesk throughout the organization.
2. Acts as first point of contact for employee orientation to the City's IT systems.
3. Installs, configures, and troubleshoots network systems including servers, switches and software applications.
4. Supports core infrastructure services such as email, vpn, videoconferencing, active directory and databases.
5. Administers Microsoft Active Directory such as users accounts and group policy.
6. Configures workstations, laptops, and all related hardware.
7. Performs equipment moves, additions and changes.
8. Orders, configures and troubleshoots mobile devices such as tablets and smartphones for City Staff and elected officials.
9. Supports, maintains and troubleshoots telephone system hardware and software and manages phone tree architecture.
10. Maintains hardware inventory and provides advice to senior leadership for replacement cycle.

11. Designs and delivers training course material to city staff and elected officials to support IT-related corporate development.
12. Collaborates with the Manager of Information Technology, members of staff, and the leadership team on projects implementations involving corporate software.
13. Makes recommendations to the Manager of Information Technology regarding network standards, architecture improvements while considering redundancy and disaster recovery.
14. Provides input on Information Technology policy and procedure.
15. Monitors and tests system backups and restores. Restores data from backup.
16. Liaises with external contractors.
17. Provides on-call after hours support as required.
18. Performs other related duties as assigned or as required.

#### **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.

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

- Well developed technical skills and experience in:
  - Microsoft Office 365
  - Microsoft Active Directory
  - Microsoft SQL Server, Microsoft Exchange
  - Microsoft Windows desktop operating software
  - ESRI's ArcGIS Server and Desktop software
- Excellent problem-solving skills related to IT hardware and software systems
- Excellent customer service and interpersonal skills
- Well developed communication skills, both verbal and written
- Demonstrated ability to prioritize work and to employ a level of professional judgement to recognize relative impact on internal customers

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

- Valid Class 5 BC driver licence is an asset.