



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: INFORMATION TECHNOLOGY TECHNICIAN (Position description under review)
DEPARTMENT: FINANCE
POSITION TYPE: FULL-TIME PERMANENT UNION POSITION
PAY GRADE: PAY GRADE 15
LAST UPDATED: MARCH 2019

NATURE AND SCOPE OF WORK

Reporting to the Director of Finance and working under the direction and supervision of the Information Technology Services Coordinator, the IT Technician contributes to the effective operation of the IT department through the support and maintenance of the geographical information system database and the day-to-day operation and support 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 servers such as exchange, skype for business, active directory and databases.
5. Administers Microsoft Active Directory for the City.
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 designs 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 corporate development.
12. Collaborates with the Information Technology Services Coordinator, members of staff, and the leadership team on projects implementations involving corporate software.
13. Makes recommendations to the Information Technology Services Coordinator 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.

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 designing and implementing spatial database technology and managing land and resource related data.
- Preference will be given to candidates with relevant and recent municipal government or related government experience.
- Preference will be given to candidates with relevant and recent experience working with web-based geospatial delivery software.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Technical and experience in:
 - Microsoft Active Directory
 - Microsoft SQL Server, Microsoft Hyper-V and 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 internal customer services and interpersonal skills
- Ability to prioritize work as well as recognize relative impact on internal customers

REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS

- Valid Class 5 BC driver licence.
- Satisfactory Criminal Record Check