

<b>Job Title:</b> Information Systems Technician		<b>Pay Grade:</b> 7
<b>Department:</b> Information Systems		<b>Reports To:</b> Network Manager
<b>JJE Maintenance Review Date:</b> February 2027	<b>Content Last Updated:</b> April 2014	<b>Position(s) supervised:</b> N/a

### **JOB SUMMARY**

The Information Systems Technician is responsible for the support of desktop computer systems, smartphones, tablets and networking systems on the Comox Valley Regional District (CVRD) computer network. Responsibilities also include set-up, configuration, repair and replacement of desktop computers, as well as troubleshooting and solving software, operating system and wide area network problems, computer systems asset management, network and computer support documentation and supporting the CVRD SharePoint Intranet.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Participates in the implementation and support of computer and network hardware, software applications and asset management.
2. Conduct research to keep up-to-date with new technology and systems, make recommendations for improvements, and apply work methods, techniques and new standards.
3. Assess and evaluate new equipment, software, and procedures by carrying out functional and maintenance checks on the equipment and procedures, prepares problem reports and coordinates with software suppliers and information systems staff to resolve problems.
4. Maintain wired and wireless communication, troubleshoots wide area network problems including wireless dishes, virtual private network connections and fibre optic connections.
5. Configuring and installing, routers, switches and related network equipment.
6. Assists with and/or coordinates the configuration, deployment, repair or replacement of desk top PC's.
7. Assist users with software support for Microsoft Office and CVRD business applications and related software.
8. Document and assist with documentation of CVRD's desktop, network and database systems.

9. Troubleshoots desktop PC network, hardware, software, and operating system problems.
10. Work with vendors to resolve complex desktop and network related problems.
11. Maintaining a high level of security standards throughout the Desktop and network infrastructure;
12. Participating in recommendations regarding server and network standards, architecture improvements and changes in the performance and use of the CVRD's computer network;
13. Updating and administering the CVRD SharePoint Intranet site
14. May be required to work after hours in the event of equipment breakdown or emergencies.
15. Undertakes other assigned duties as required.

**EDUCATION AND EXPERIENCE** *(required minimum)*

- Bachelor's degree in computer science or related field with over two years and up to three years of experience in real-time desktop systems set-up and support in a local government environment or larger computer network

**OR**

- two year technology diploma in computer systems, with five years applicable experience in real-time desktop systems set-up and support in a local government environment or large computer network
- Possession of valid BC Class 5 driver's license

**PREFERRED QUALIFICATIONS**

- Extensive experience with Ethernet and wireless networks
- Microsoft Certificates
- WorkSafe approved tower climbing training course
- Previous municipal experience would be an asset

**KNOWLEDGE, ABILITIES AND SKILLS** *(required for acceptance into the job or to be demonstrated in first six months of being in the job)*

- Knowledge of and experience with the windows operating systems
- SharePoint site administration and design.
- Programming and application experience with programs/standards such as TCP/IP, and Ethernet.
- Proven track record in the design and management of field upgrades and installations as well as programming, trouble shooting and diagnosing problems related to wireless network/radio communications, computers, routers and network switches
- Considerable knowledge of relevant computer operating systems and business application software

- Ability to anticipate and balance multiple demands and priorities and meet deadlines
- Ability to think logically and analytically in a problem solving environment
- Ability to demonstrate a motivated approach to work including the ability to plan, prioritize and work under pressure to meet deadlines
- Ability to stay current on new technology and industry initiatives related to potential technical enhancements and/or economic benefits
- Ability to set up, configure, repair/replace desktop computers
- Ability to troubleshoot Ethernet networks
- Sound knowledge of TCP-IP protocol for enterprise level networks
- Sound knowledge of wiring and troubleshooting CAT-5e based wiring.
- Must be physically capable of climbing various water and communication structures to carry out required work
- Exceptional problem solving, organizational and documentation capabilities.
- Excellent written and oral communication skills, especially when conveying technical information to all kinds of audiences. Ability to work in a team with diverse technical skills
- Excellent Computer Skills in Word, Excel, Access and Outlook

**EMPLOYEE SIGNATURE**

I have read and understand this job description

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date