

EMPLOYMENT OPPORTUNITY

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN I

POSTING No: 2019-20

POSTING DATE: August 13, 2019

POSTING EXPIRY DATE: September 10, 2019 at 4:00 p.m.

Strathcona Regional District (SRD) has an opening for a full-time Information Technology Support Technician I. Under the general direction of the SRD Information Technology Manager, the Information Technology Support Technician I provides internal information technology support, including troubleshooting on technical issues, and installs, tests, implements, monitors, and documents computer and network-related hardware and software systems. This position provides technical assistance and advice to employees and operates as the single point of contact for SRD employees' service and technology requests. The position also performs other operational and departmental project work, as required.

REQUIRED EDUCATION & EXPERIENCE (or equivalent combination):

- Grade 12 diploma supplemented by a community college or polytechnic institute diploma in information technology or related discipline.
- Two years of professional computer and application experience, systems engineering, programming or operations experience.
- Experience in solving complex technical problems.
- Two years of service desk experience.

REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS:

- BC Class 5 driver's licence

PREFERRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- Microsoft Certified Professional
- CompTIA A+ Certification
- CompTIA Network+ Certification
- ITIL v3 (or higher) Certification
- BC Class 5 driver's licence

HOW TO APPLY:

Please forward your cover letter, resume and copies of your certificates to hr@srd.ca quoting "Posting 2019-20 Information Technology Support Technician I" in the subject line of your application.

Strathcona
REGIONAL DISTRICT



301 - 990 Cedar Street,
Campbell River, BC V9W 7Z8
Tel: 250-830-6700 • Fax: 250-830-6710
Toll-free: 1-877-830-2990

www.srd.ca



Information Technology Support Technician I

JOB SUMMARY

Under the general direction of the Strathcona Regional District (SRD) Information Technology Manager, the Information Technology Support Technician I provides internal information technology support, including troubleshooting on technical issues, and installs, tests, implements, monitors, and documents computer and network-related hardware and software systems. This position provides technical assistance and advice to employees and operates as the single point of contact for SRD employees' service and technology requests. The position also performs other operational and departmental project work, as required.

MAJOR DUTIES AND RESPONSIBILITIES:

- Acts as a single point of contact for end user requests for hardware, software and technology requests and to resolve technical issues with computer and network related hardware and software systems.
- Diagnoses and repairs technology problems effectively and efficiently.
- Maintains SRD's service desk with a high degree of accuracy and professionalism.
- Assists SRD employees with technical problem and provide solutions in an efficient and courteous manner.
- Analyzes, plans, tests, and installs hardware, software, and peripherals.
- Tests and deploys software patches using provided tools and processes.
- Documents workstation and software processes and applications for both technical use and end-user training.
- Acquires and manages SRD mobile equipment, as outlined by SRD procedures.
- Works with subcontractors, vendors and external resources on technology solution deployments and repairs.
- Creates, modifies, and deletes user accounts/group membership audits and changes, as per documented process.
- Provides new technology solutions, as directed.
- Assists SRD employees with technical specification preparation and obtains vendor quotations for new hardware and/or software.
- Creates and maintains operational documentation.
- Creates and maintains end-user documentation.
- Schedules audits of software, hardware, network and security technology.
- Resolves issues regarding PC hardware, software and peripherals.
- Researches and resolves technical questions by reading and comprehending technical manuals and online support tools.
- Maintains hardware/software inventory controls and documentation.
- Configures and supports audiovisual equipment in SRD facilities, as required.



Job description
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KNOWLEDGE, SKILLS AND ABILITIES:

- Strong communication and interpersonal skills, including a demonstrated ability to communicate technical information to non-technical personnel.
- The ability to multi-task and prioritize workload.
- Working knowledge of a Windows-based enterprise network.
- Experience with file servers, printers, scanners, wireless and multi-function devices, audio/visual equipment and network connectivity.
- Experience developing training materials for computer and network related hardware and software systems.
- Database administration skills would be considered an asset.

SIGNATURE

I have read and understand this job description:

Employee's Name

Employee's Signature

Date