INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

NATURE OF WORK:	The position of Information Technology Support Technician is responsible for technical support of City IT assets, which would include but not limited to desktops, laptops, tablets, printers, and network gear within all City facilities. This position is responsible for the day-to-day maintenance of the local area network hardware, as well as for e-mail and firewall administration. This position works with the IT Officer on the implementation of new technologies. They will play a role in new installations and upgrade initiatives, including assisting the IT Officer in facilitating field activities such as upgrading systems with the latest versions of software, the rollout of new hardware and field training. They identify and resolve technical problems, analyze systems requirements, provide end user system support and "helpdesk" troubleshooting.

This job description reflects the general details considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

The confidentiality of City affairs shall be respected and practiced at all times.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Information Technology Officer.

- Works closely with all members of the IT department.

- Develops and maintains working relationships with Council, departmental managers, supervisors, and all City employees.

- As a committed member of the City of Charlottetown team, the IT Support Technician will act as a positive role model for all employees throughout the organization.

- Develops and maintains relationships with service providers, external agencies, consultants, and associated professional groups.

- Deals with the public with integrity and in a professional and courteous manner.

PRIMARY FUNCTIONS AND ACCOUNTABILITIES:

- In collaboration with the IT Officer, monitors the City's systems, reviews, and responds to internal help desk requests, prioritizing as required. Provides technical support services via telephone, email, and face-to-face.

- Maintains server health on all production systems.

- Maintains and configures backup software; monitors daily backups for City Hall, and Police systems.

- Under the guidance of the IT Officer installs, maintains, and troubleshoots all City workstations and all WiFi instances within City Infrastructure. Assists with configuration or troubleshooting of all Windows desktop applications; troubleshoots Infrastructure connectivity issues.

- Updates all servers periodically with critical and security updates.

- Maintain VPN Client access for both City Hall and Police.

- Maintain Endpoint Security management Consoles.

- Maintains City e-mail services and troubleshoot mail flow as required.

- Installs, configures, and troubleshoots Police specific applications including RCMP applications.

- Assists in assessment of software and hardware procurement; configures and maintains City printing services.

- Configures, monitors, and troubleshoots WAN components including routing and switching.

- Maintains static IP list for remote sites and external IP addresses.

- Tracks computer related orders, maintains licensing documentation and upgrade requirements.

- Sets up, manages and/or deletes new users, installing software and hardware as necessary and providing updates to end users and/or networks as required.

- Diagnoses and repairs technical issues with computers, information systems, servers, and networks and provides data restoration when necessary.

- Implements and administer networks for the organization.

- Liaison between the end user and service provider for all changes to the City Hall land line. Communicates directly with provider to resolve issues, make purchases, add/remove phone features, set up conference calling, etc.

- Administers the acquisitions of cell phones through the service provider.

- Performs other such related duties, responsibilities and functions as may be assigned.

REQUIRED COMPETENCIES:

- Knowledge of IT related systems and applications including network management and help desk support.

- Ability to assess and analyze client requests and propose effective solutions.

- Ability to analyze systems hardware and software problems provides, recommend and/or implement solutions.

- Advanced verbal and written communication skills and the ability to engage others.

- Excellent analytical skills and the ability to work as part of a team in a fast-paced environment.

- Exceptional interpersonal skills paired with the demonstrated ability to build and maintain strong relationships with management, staff, and the public.

- Advanced organizational and time management skills to meet frequent and aggressive deadlines.

- A strategic and creative thinker with the ability to work with detailed processes.

- Ability to grasp concepts, methodologies, and approaches quickly and can develop and implement them effectively.

- A strong attention to detail and the ability to accurately identify priorities.

- Ability to work overtime on occasion to accommodate evenings meetings and events.

REQUIRED QUALIFICATIONS:

- Must have a university degree or college diploma with major course work in Networking, Computer Science or a discipline related to the position.

- Designation of A+ Certification or a Microsoft MCP in Windows Server 2016 or later would be an asset.

- A minimum of four (4) years of progressively responsible IT experience.

- Experience delivering services to one or more of: Provincial Government; Federal Government; Municipal Government would be preferred.

- Enhanced security clearances required to work with RCMP related products.

- Knowledge of the Occupational Health and Safety Act and the City of Charlottetown's Health and Safety Policy and is knowledgeable about hazards and safety precautions applicable to work.

- An equivalent combination of education or experience may be considered.

Salary: $61,538.15 - $72,396.98 as per the Management Non-Union Salary Grid.

How to Apply:

Please submit a cover letter and detailed resume by e-mail to jobs@charlottetown.ca   Your application must be clearly marked "**Application for IT Support Technician**" and submitted by **April 29, 2024, at 4:00 PM**.

Please ensure your application clearly demonstrates how you meet the noted qualifications as applications will be screened based on the information provided. We would like to thank all applicants for their interest; however, only those who are selected for an interview will be contacted.

The City of Charlottetown is committed to equity, diversity, inclusion, and reconciliation and believes in providing a positive working environment where every person feels empowered to contribute. The City encourages applications from underrepresented groups including all designated equity groups with the skills and knowledge to productively engage with diverse communities. If you require an accommodation in any part of the recruitment process, please direct your inquiries, in confidence, to jobs@charlottetown.ca or by calling 902-629-4110.