

## Job Information

Job title	<b>IT Support Technician</b>	Job Code: ITSPTC	Pay Grade: I
Title of immediate supervisor	Manager, IT Services		
Department/Division	Police / Administrative Division		
Prepared by	B. Kempthorne		
Date Created	July 15, 2019	Revised date	

## Job Purpose

This position provides first point of contact for all IT related issues within Saanich Police Department. This includes triaging requests and documenting user issues. The position will be the primary position responsible for user account management, password resets, and user Move, Add, Change (MAC) activities. This will include computers, phones, cellular devices, and external services. The position will also provide desk side support for users including software installation and configuration.

The incumbent is expected to be able to provide support in the following areas:

Application Support: install, customize, maintain, and support enterprise software. This may include customizing vendor software, providing end user support, training and writing documentation.

Desktop Support: manage PC's, laptops, thin clients, mobile devices, operating systems, installed applications, and peripheral devices. This includes developing and testing application deployment packages for both virtual and physical systems.

Internet Support: develop, install, and maintain software associated with web technologies, and cloud services, including desktop and mobile, at an enterprise level.

## Duties and Responsibilities

- Field incoming help requests from end users in a professional and courteous manner
- Document all pertinent end user identification information, including name, department, contact information, and detailed nature of problem or issue
- Build rapport and elicits problem details from help desk customers
- Record, track, and document Help Desk request problem-solving process, including all successful and unsuccessful decisions made, and action taken, through to final resolution
- Install, configure, and monitor operational status of hardware and/or software
- Maintain user data in an Active Directory environment including user creation, updating and password resets
- Execute Move, Add, and Change requests (MACs) for multiple corporate systems including; System and Network Accounts, Phone, Cellular, and Voicemail
- Perform routine maintenance and configuration for mobile devices (laptops, tablets and smartphones)
- Perform comprehensive unit and system testing, including UAT scripts
- Produce and maintain various types of documentation such as: technical specifications, operational procedures, software/hardware configuration, reports, and training materials
- Troubleshoot incidents and problems; collaborate with external vendors and other partnerships where needed to resolve
- Escalate incidents to Senior IT Technician or outside service providers as required

- Participate in new initiatives and new projects, both independently and in a team environment
- Research emerging technologies, evaluate and prepare recommendations to support continued development of systems and to improve service delivery to clients
- Support partnerships with other agencies and the community and lead initiatives to enrich the Department's Information Technology services (e.g.: municipal IT, software vendors, community and non-profit organizations)
- Develop help sheets and frequently asked questions lists for end users
- Perform other related duties as required

### **Qualifications**

- Diploma in the field of Computer Sciences or Information Technology
- Two years of experience in related roles consistent with the area of responsibility
- Current industry certifications related to the functional area of support would be an asset
- ITIL Foundations certification would be an asset
- Must pass/maintain the required enhanced reliability security clearance including polygraph while employed with the Department.
- Valid Class 5 BC Driver's License
- An equivalent combination of education and experience may be considered

### **Physical Requirements**

Sufficient health, strength, and coordination to permit performance of work.

### **Working Conditions**

Work in an office environment. May be required to work nonstandard hours to support continuous operations