



REGIONAL DISTRICT OF CENTRAL KOOTENAY

IT Technician

Job Description

TITLE OF IMMEDIATE SUPERVISOR: Manager – Information Technology Services

TITLE OF IMMEDIATE SUBORDINATES: N/A

DEPARTMENT: Information Technology Services (IT)

SUMMARY OF POSITION:

Under the direction of the Manager of Information Technologies the IT Technician provides software applications and local area network support to users, administers the local area network, assist in the configuration/installation of network upgrades/changes. This position involves continuous contact and communication with RDCK employees and external contractors and requires maintaining a consistently positive approach to service. The incumbent will primarily support operation in the Creston area.

The nature of the work will require irregular hours of work and/or a modified work week and therefore this position requires a high degree of flexibility and an ability to work varying schedules to meet operational requirements. On-call work may be a requirement of this position.

TASK DESCRIPTION:

1. Provides front-line information system support. Identifies, analyzes and diagnoses problems, troubleshooting and referring unresolved problems to pre-determined groups for resolution while maintaining positive working relationships
2. Adds/maintains network/Email/Remote access user ids
3. Responsible for supporting the maintenance of the inventory of Information Technology assets
4. Assists in providing support for enterprise software systems
5. Assists in configuring, installing and maintaining hardware, software, peripherals and networks in accordance with departmental change control procedures or as required
6. Provides hardware, software and network application orientation and training support to users
7. Compiles technical reports, documentation and adds/maintains network/Email/Remote access user ID's, as required
8. Assists in maintaining contact with vendors with regard to upgrades/updates and working with vendors to resolve problems associated with such upgrades
9. Identifies training needs and works in collaboration with the IT team to develop and deliver training as required.
10. Participates in on-call duties as assigned
11. Performs other duties, as assigned

REQUIRED QUALIFICATIONS

- Completion of a recognized two-year computer systems technology diploma or an equivalent combination of education and/or training
- 3+ years recent experience in a generalized IT support position
- Valid B.C. Drivers License
- Satisfactory Criminal Record



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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Proven ability to perform the responsibilities of the position;
- Demonstrated ability to investigate, troubleshoot, document, assess and resolve network software/hardware problems;
- Demonstrated ability to test/evaluate network applications software;
- Demonstrated ability to work under pressure, to multi-task, to work independently with minimal direction
- Demonstrated ability to problem solve, to take initiative, to work productively/effectively in a fast paced and demanding environment
- Demonstrated ability to organize and prioritize work and to meet deadlines and to anticipate potential problems/conflicts and plan/take appropriate actions
- Demonstrated ability to establish and maintain satisfactory work relationships with the public and other employees to deal tactfully and effectively with co-workers, public and staff from other agencies, to maintain confidentiality and to communicate effectively both verbally and in writing
- Demonstrated ability to provide orientation/training effectively
- Thorough knowledge of PC hardware, software and processing concepts.
- Commitment to the RDCK values: Health and Safety, Integrity, Accountability and Respect.

ACCEPTANCE

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

Employee Name

Employee Signature

Date

Employer Representative Name

Employer Representative Signature

Date