



JOB DESCRIPTION

Title	Information Technology Support Technician	Pay Grade	06 Inside
Department	Corporate Services	Location	Municipal Hall
Supervisor	Information Technology Coordinator	Reviewed	July 2019

Nature and Scope of Work

Delivers a high level of customer service by providing support and training to staff to optimize their use of the District's information technology and telecommunications systems; resolve problems with software and hardware; and install and maintain end-user information technology and telecommunications equipment.

Duties

1. Receive, log, prioritize and act on staff Information Technology (IT) requests for support.
2. Contribute to and develop internal IT knowledge base.
3. Provide support to staff on the use of all software programs used in the District's IT systems.
4. Answer inquiries and solve software and hardware related problems. Escalate software and hardware inquiries and problems when required or appropriate.
5. Install, deploy, maintain, upgrade and retire end-user IT and telecom hardware and software.
6. Ensure uniformity of hardware and software configurations.
7. Assist other internal IT staff and external parties with installation, modification and removal of IT and telecom equipment.
8. Liaise with external parties to provide end-user support when required or appropriate.
9. Maintain an inventory of all IT hardware and software and telecom equipment.
10. Recommends staff training to optimize software utilization.
11. Recommends hardware and software allocations, upgrades and modifications to support staff job duties.
12. Prepares purchase requisitions, orders and receives supplies when required.
13. Performs other related work as required.

Required Skills and Knowledge

1. Excellent problem solving, customer service and interpersonal skills.

2. Ability to understand and apply the techniques of end-user computer hardware and software and end-user telecommunications equipment installation, configuration and maintenance.
3. Advanced level operation of all end-user software used in the IT systems.
4. Ability to work independently and efficiently, with limited supervision.
5. Able to work on a number of concurrent tasks within a reasonable time period.
6. Maintain clear, concise and accurate records.
7. Requires the physical ability to occasionally work in awkward positions and to lift, carry and move heavy computer equipment, printers, monitors, etc.
8. Able to quickly analyze, diagnose, and troubleshoot hardware and software problems in end-user IT systems.
9. Basic network problem identification and troubleshooting.
10. Ability to effectively communicate technical ideas clearly and concisely to non-technical audiences both verbally and in writing.
11. Willingness to take ongoing training to improve and expand knowledge and skills.
12. Ability to adjust working hours on occasion to accommodate scheduled projects, maintenance and other related duties.
13. Relate with the public and external parties in a courteous, professional and effective manner.

Required Qualifications

1. A 2-year diploma in microcomputer (PC/Desktop) technology or equivalent combination of education and experience.
2. Three years of recent experience with computer hardware and software support.
3. Ability to pass and maintain a Police Information Check.
4. Valid Class 5 BC Driver's License.

Remuneration and Hours of Work

1. Remuneration in accordance with Schedule 'A' of the CUPE, Local 1136, Collective Agreement.
2. Hours of work in accordance with the CUPE Collective Agreement.