NETWORK TECHNICIAN

The City of Campbell River is seeking a **Network Technician** to join their Information Technology team.

Naturally, Campbell River – *Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching.*

The role – you will assist in the overall support of the City's and RCMP computing environments. The incumbent is responsible for ongoing administration and maintenance of Windows based networked computer systems used by the City of Campbell River. In addition, the incumbent supports all workstation and software application support requirements associated with the RCMP ROSS LAN environment and City of Campbell River network environment. This role will work closely with both Client Services and Network Administrators to support the city-wide area network and escalate any issues to the network administration team for oversight and/or resolution.

Our ideal candidate will have the following:
- Completion of a two (2) year accredited technical diploma program in Information Technology or related field.
- CompTIA Network+ certification or ONF Certified SDN Associate or Cisco CCNA.
- Possess and maintain a valid BC driver's licence.
- Minimum three (3) years of related experience in an IT Client Support Role.
- Minimum two (2) years related experience in technical support of a RCMP ROSS environment in a police detachment, within the last five (5) years.

The rate of pay for this permanent, full-time, CUPE bargaining unit position is **$37.31 per hour** based on a 35-hour work week and includes a comprehensive benefits package.

Please see the attached for information on this exciting opportunity and to view a detailed job description that lists all the duties and necessary qualifications for this position.

This posting closes on June 26, 2024

Please send your resume with covering letter, quoting **Competition EXT-24-049** to:

Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

We thank all applicants, however, only those selected for interviews will be contacted.

NETWORK TECHNICIAN

Approval Date:	April 2024	**Department:**	Information Technology
☐ IAFF	☒ CUPE		☐ Management
Title of Management Supervisor:		IT and Information Security Manager	

General Accountability:

Purpose and Scope

Under the direction of the IT and Information Security Manager or Supervisory designate, the Network Technician assists in the overall support of the City's and RCMP computing environments. The incumbent is responsible for ongoing administration and maintenance of Windows based networked computer systems used by the City of Campbell River. In addition, the incumbent supports all workstation and software application support requirements associated with the RCMP ROSS LAN environment and City of Campbell River network environment. This role will work closely with both Client Services and Network Administrators to support the city-wide area network and escalate any issues to the network administration team for oversight and/or resolution.

Technology support within the City of Campbell River and RCMP includes maintaining and ordering related hardware and computer supplies and ongoing maintenance of various software applications such as, but not wholly inclusive to, Microsoft (MS) Windows operating systems, MS Office suite and Office 365, phone systems/voicemail, MS servers and Exchange administration (local premise and cloud). The incumbent is also responsible for maintaining and ordering, from pre-approved lists, workstations and peripheral equipment such as printers, telephone units, cell phones, photocopiers and other hardware to meet business requirements. Under the guidance and oversight of RCMP Shared Services/Informatics, this position will take on lead technical support duties at the RCMP and will be integral in the deployment of new technologies, such as the upcoming rollout of bodycams for RCMP Officers.

Nature and Scope of Work

- Investigates and corrects desktop equipment hardware and software problems, electronically logs and responds to user calls, resolving those of a routine nature and refers more complex problems to appropriate technical staff after reasonable efforts at problem resolution.
- Provides technical support and ongoing maintenance of all City and RCMP workstations, laptops, peripherals, voice communications and local servers including maintenance updates, disk management and backups.
- Participates in the selection and implementation of new client desktop applications and coordinating user training; assists users with software applications; prepares user guides and provides routine assistance for computer and networking operations.
- Prepares and delivers classroom training for commonly used applications.
- Leads projects in the Client Support area (e.g. Webmail training, Office 365, Shared Drives, Forms and Templates Committee, Helpdesk Software Implementation, etc.).
- Performs network and system administration tasks required to set-up and configure local networks and cloud requirements (e.g. monitoring and setting security access, creating user accounts, correcting passwords, group policies, distribution lists, Office 365 accounts, Active Directory, Cloud transitions, Exchange online configuration and migration), data restoration for users from online or media backup as directed.
- Elevates complex network administration issues to the City of Campbell River Network Administration group.
- Oversees the preparation and maintenance of a variety of computerized and manual records, related to the work of the Help Desk and retrieves data from the call tracking / asset management system; produces reports; and checks and corrects information as required.

- Prepares computer infrastructure for use with appropriate hardware and software installed, delivers to and tests at site. Diagnostics and testing of new and used printers at all locations.
- Installation and testing of peripheral devices at all locations (e.g. Cell Phones, Tablets, Printers, scanners, USB devices, etc.).
- Supports City of Campbell River Windows and VMWare virtualized environments, network switches and routers, and all network peripherals.
- Supports disaster recovery procedures and protocols for servers and workstations.
- Maintains inventory database for all computing hardware, software, and peripherals.
- Responsible for user maintenance and trouble call vendor liaison to ensure efficient operations at all locations.
- Prepares and delivers training to staff for various software applications stored locally and in the cloud.
- Stays current with emerging technology.
- Will act as the Coordinator of the Helpdesk / Asset Management System, schedules helpdesk work assignments, sets task priorities for City staff to meet departmental and corporate needs and follows up on call resolution. Generates and reviews monthly call statistics to determine significant areas of concern, pinpoint corporate training needs and respond to call analysis requests.
- Supports the City mobile hardware and performs Mobile Device Management (MDM) administration.
- Other duties as may be assigned.

RCMP Support:
- Performs basic RCMP server support functions (ex: tape backups, emergency trouble shooting, etc.) under the guidance and oversight of RCMP Shared Services/Informatics.
- Installs software updates and patches to local workstations as directed by RCMP Shared Services/Informatics services.
- Ensures all software used in the RCMP detachment and the City of Campbell River is legally licensed.
- Supports RCMP mobile hardware (Mobile Data Terminals), tablets, cell phones and applications.

<u>Necessary Qualifications</u>
Knowledge:
- Thorough knowledge of personal computer technology and network operating systems, applications and tools, and documentation techniques.
- Knowledge of the practices and procedures used by the City in the operation of the telephone and computer hardware and software related to the work performed.
- Working knowledge of the function of city departments and their requirements.
- Working knowledge of Windows Server operating systems, Active Directory administration, Office 365, Exchange Online/on-premise and cloud environments.
- Sound knowledge of VMWare virtual environments, switches and routers, and VPN (Virtual Private Networks), Windows OS, MS Office, Exchange on-premise and online, Outlook and Office suite of applications and O365.
- Familiar with RCMP policies and procedures.
- Familiar with RCMP software applications.
- Thorough knowledge and ability to be considered an advanced user in corporate-wide applications (e.g. MS Word, Excel, Access, Outlook, PowerPoint, Office 365 suite of applications) and an intermediate level user in other commonly used applications (e.g. Windows network operating systems, Exchange Online, Remote Desktop Services, VMWare, Backup Exec, Cloud technology).

Skills:
- Excellent time management and organizational skills.
- Advanced analytical, technical trouble shooting and problem-solving skills.
- Strong planning and project management skills.
- Effective verbal and written communication skills.

Abilities:
- Ability to multitask, work under tight timelines, manage priorities, meet deadlines and adapt to rapid changes in direction and priorities.
- Ability to learn and adapt to new and changing technology.
- Ability to work well in a team environment.
- Ability to troubleshoot, document, and resolve computer hardware and software problems.
- Ability to write clear and concise technical documentation, procedures and guidelines.
- Ability to work with a minimum of supervision and be a "self-starter".
- Ability to deal tactfully and effectively with clients and co-workers, exercising good judgment, tact and discretion when handling service requests and complaints and while clarifying information.
- Ability to train users in RCMP ROSS supported applications, Office 365 and Adobe Acrobat.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Must be able to obtain and maintain a RCMP Secret Security Clearance - ***Condition of Employmen****t*.

Education:
- Completion of a two (2) year accredited technical diploma program in Information Technology or related field.

Training/Certification:
- CompTIA Network + certification or ONF Certified SDN Associate or Cisco CCNA.
- Must possess and maintain a valid BC driver's license as per City policy.

Experience:
- Minimum of three (3) years of related experience in an IT Client Support Role and a minimum of 2 years related experience in technical support of a RCMP ROSS environment in a police detachment, within the last five (5) years.

Preferred Criteria
- Experience with and/or working knowledge of fiber optic termination, testing and splicing technology.
- Microsoft 365 certification.
- Bachelors (4 year) degree in Information Technology.
- Access to personal vehicle for business use.

Unusual Working Conditions
- **As a condition of employment,** the incumbent must be able to obtain and maintain a RCMP Secret Security Clearance. Preference may be given to an applicant that already maintains RCMP Secret Security Clearance.