

## Job Details

<b>Job Title</b>	Information Technology (IT) Technician
<b>Department</b>	Administration
<b>Classification</b>	Union – CUPE Local 118
<b>Term</b>	Permanent Full-Time
<b>Rate of Pay</b>	\$ 43.65 (2024 rates)
<b>Date of Last Revision</b>	January 2025

## Job Description

### Summary

Reporting to the Manager of Information Technology (MIT), the IT Technician will be responsible for supporting the Alberni-Clayoquot Regional District's (ACRD) computer infrastructure and systems. This position is responsible for providing first level help desk, computer and telephone support to users of the ACRD systems. The IT Technician will work under general supervision with latitude for exercising independent judgment. This position works collectively with all employees of the ACRD, to ensure the delivery of efficient and quality services.

### Duties and Responsibilities

The following are examples of the types of work associated with this position; other duties may be assigned.

#### *Duties*

- Provides staff and elected officials with technical support and problem solving, including assisting with hardware/software difficulties
- Supports the maintenance and operations of information technology systems including but not limited to; networks, servers, workstations, mobile devices, wireless communication devices, telecommunication systems, alarm and surveillance systems and other peripheral devices servicing all ACRD Departments
- Supports equipment installations and upgrades
- Supports the MIT to ensure all systems are kept running with minimal operating disruptions wherever possible, by completing ongoing maintenance and system testing as required
- Supports the MIT to ensure all systems are fully backed up and that data can be restored in the event of a failure
- Identifies and resolves problems affecting network performance, client-service systems and peripherals
- Assists with creating and maintaining security policies and procedures for all internal and external data and systems access

- Assists with the development and maintenance of ACRD's infrastructure documentation
- Assists in ensuring all identified information system components are the latest patch version, as specified and supported by its vendor
- Assists to ensure identity security and privileged account management practices are implemented and followed
- Installs new network resources such as file servers, workstations, printers, security and networking components
- Regularly scans and reviews assets to identify network, configuration, and application vulnerabilities
- Creates plans and provides guidance to remediate IT security vulnerabilities
- Assists with planning, installing, deploying and maintaining complex Virtual Machine infrastructure
- Provides backup technical support to ACRD social media platforms including website, Facebook, Twitter and Instagram
- Acts as the MIT in their absence

#### *Responsibility*

- The IT Technician will have access to ACRD confidential and sensitive information and is required to maintain strict confidentiality at all times.

#### **Supervision**

*Immediate Supervisor* – Manager of Information Technology

*Manager* – General Manager of Administrative Services

*Coverage for this Position* - Manager of Information Technology

*This position is responsible for the following:*

- Provide assistance to the Manager of Information Technology
- Provide guidance, instruction, and direction to others
- Train and develop others

#### **Authority and Decision Making**

*Problem solving*

- Ability to support the operation and maintenance of all computer facilities and services with minimal direction.

*Job task planning*

- Significant variety in information technology activities located in the ACRD.
- Management of time and prioritizing of workload according to deadlines.
- The worker, subject to confirmation or approval by superiors, sets work priorities.
- Disruptions occur but can return to work plan after disruption, no new work plan is required.
- Ability to multi-task for efficiency

*Decision Making*

- Decision making includes technical matters.
- Errors can have significant consequences but can be rectified with some work.
- Relevant information to be researched, communicated, and applied.
- Understands risks to organization and advises additional steps required to mitigate those risks.

*Budgetary Authority*

- As per Board policy.

## **Job Specifications**

### **Education/Training/ Licenses**

- Completion of Grade 12
- Degree in Information Technology, Computer Science or other related discipline
- Class 5 Driver’s License
- Training and experience in the areas of information security, network security education, and/or networking certifications relevant to ACRD operations would be an asset.
- A Criminal record check which is satisfactory to the ACRD will be required.

### **Experience**

- A minimum of 3 years hands on experience in implementing, supporting and maintaining critical systems in a multiplatform environment, preferable in the Local Government sector.
- Equivalent combination of education and experience may be considered

### **Knowledge**

Considerable	<ul style="list-style-type: none"><li>• Computer network concepts and administration, specifically: Windows Server/Client Operating Systems, Exchange Server, SQL Server, switches, firewalls.</li><li>• Various computer software applications such as: the Microsoft Office Suite, the Microsoft 365 Environment, and Adobe Creative applications.</li><li>• Problem definition, solving techniques and approaches applicable to systems analysis and design to meet the computer operational objectives and needs of all Regional District Departments.</li></ul>
Extensive	<ul style="list-style-type: none"><li>• Methods, principles, practices and capabilities of computer and network hardware, software and operating systems.</li><li>• Practices and procedures used in the operation of computer equipment and software applications.</li></ul>

## **Skills and Abilities**

### *Abilities*

- Ability to perform duties and assigned tasks with minimal supervision.
- Ability to perform work requiring close attention to detail and to complete assignments with minimal supervision.
- Ability to research information and prepare reports.
- Ability to multi-task in a high profile and fast-paced environment while maintaining confidentiality and displaying the utmost tact and discretion on all ACRD matters.
- Ability to work varied hours as necessary to meet the requirements of the position.
- Ability to work with multiple priorities.
- Ability to establish and maintain effective working relationships with staff and communicate effectively on problems and matters concerning operations and services

### *Literacy and Communication Skills*

- Demonstrated strong oral and written skills, including excellent knowledge of business grammar, spelling, and English composition

### *Computer Skills – the following types of programs*

- Skill in the operation of all hardware and software utilized by the ACRD.

### *Interpersonal Skills*

- Explain and exchange information clearly with employees within the organization.
- Ability to work cooperatively, respectfully, compassionately, and courteously.