

CIVILIAN POSITION DESCRIPTION

Title: Information Systems Technician

Division: Administration

Section: Information and Technology Services (ITS)

Supervisor: Systems/Network Administrator

Date Revised: April 2018

General Responsibilities:

The Information Systems Technician is responsible for providing technical expertise and support to the organization on information systems, security and applications/appliances, participating in the implementation of measures to maintain and enhance IT systems, security and recovery, assisting with assessing security risks and monitoring breaches to safeguard internal information systems and databases from unauthorized external and internal access. The Information Systems Technician is also responsible for the timely, efficient and highly effective technical support to the organization's internal clients by maintaining and supporting all new and existing communications and information systems technology.

The Information and Technology Services section (ITS) is responsible for, but not limited to, supporting the following technology that is in use on a 24/7/365 basis:

- 911 computer aided dispatch/audio logger/addressing systems
- In building and downtown CCTV systems
- 125 portable and in-car police radios
- 100 Smart phone and cellular devices
- 25 server workloads, mostly virtual, including Exchange, SQL and a variety of proprietary systems
- 75 desktop and laptop units
- 75 Avaya VoIP phones
- 150 active directory/email accounts
- 25 – 30 multifunction/printing devices
- video remand and interview room systems
- internal wireless and point to point wireless infrastructure

- supporting specialized departmental tools and software
- several software applications, including proprietary applications from provincial and federal governments
- connectivity to several networks, including government, internet, public, telephone and video
- high availability firewall and routing devices
- configuration/support of Avaya PoE network switches
- maintenance/refresh of UPS devices throughout

As well as supporting the technology, the ITS section also supports the daily IT needs and support of its officers and civilians, including requests for video (or copying of video), password resets, creation and deletion of users, general questions, all the while striving to meet specific requirements of OPTIC and RCMP.

Required Qualifications/Certifications:

1. Essential:

- a. Possess a Post-secondary certification in Computer Science or related field and/or a Microsoft Certification
- b. Minimum of three to five years' experience providing comprehensive computer support services to staff members using Microsoft Windows platform and Microsoft Office Suite
- c. Experience with day to day management of Microsoft Active Directory, including the creation of new users, the modification of network access rights and the removal of user rights. Comprehensive understanding of Group Policies
- d. Experience with the creation, management, backup and support of VMware server and desktop environments
- e. Experience in design and support of wired and wireless communication systems (data, WiFi, VoIP and radio systems)
- f. Experience in supporting an MDM (mobile device management)
- g. Exceptional problem solving and time management skills
- h. Excellent understanding of network elements, client server technology, VLANs and TCP/IP protocol
- i. Experience with maintaining firewalls in a corporate environment, with an understanding of switches, routers, VPNs and domains
- j. Valid "G" driver's license

2. Desirable:

- a. Previous experience supporting the following:
 - Records Management System

- Computer Aided Dispatch System
 - Microsoft Server
 - Microsoft Exchange and SQL platforms
- b. Experience working in a police or emergency services environment
 - c. CompTIA A+, Comptia Server+ and/or CompTIA Network+ Certifications
 - d. MTA - Microsoft Technology Associate Certification
 - e. MCSA - Microsoft Solutions Associate Certification
 - f. Experience supporting Avaya IP telephone systems
 - g. Experience working independently and setting priorities for efficient task completion
 - h. Ability to multitask and focus attention within a busy environment subject to interruptions
 - i. Ability to investigate and analyze problems to determine the impact, scope and root cause and provide assistance in their resolution
 - j. Demonstrated and strong detail-orientation and accuracy
 - k. Client service orientation and responsiveness
 - l. Strong communication skills both verbal and written to assist others

Specific Responsibilities:

Troubleshooting/Customer Support/Help Desk:

Provide timely and efficient support to all members when they experience difficulties with new or existing information, communications technology systems and applications. Perform service to mobile and portable radios as required. Support of smartphones and smartphone applications as necessary. Conduct research to ensure members are using the most efficient and effective systems and applications given the needs and restrictions of the Service. Create and maintain all systems and project documentation.

System Management:

Support and maintain the information systems infrastructure, including, but not limited to VMWare environments, Windows servers and desktops, Internet, telephony, LAN (including routers, firewalls, switches and cabling), CCTV systems and dispatch equipment. Develop and implement information and communications technology security standards, procedures and guidelines.

Training:

Provide information and training to members regarding new systems and applications, ensuring a clear understanding. Encourage members to use the technology available to them and make technology user friendly. Keep current with ongoing changes in the systems, applications and capabilities available to and in use at the Service. Create and maintain online training documentation.

Key Activities:

Personnel Related

1. Perform duties in a manner that reflects the Service's Vision, Mission Statement, and Motto.
2. Provide technical support and assist in improving support services to all members.
3. Coach, mentor, and develop staff level of understanding of technology. To include overseeing new employee onboarding and provide ongoing computer training to all staff members.
4. Keep current of the needs of systems users in operations, administrative and support roles; review operational and communications issues with users, and identify system problems.
5. Communicate with technical support providers and vendors to resolve problems.
6. Research and evaluate information and communications technology products and equipment; conduct feasibility studies and cost-benefit analysis, and recommend the acquisition of systems hardware and software.
7. Provide ITS support to other police agencies as set down in Memorandums of Understanding/Agreement.
8. Attend training and information seminars in the capacity of Information Systems Technician.
9. Perform other tasks or duties as requested.

Hardware Related

1. Administer, maintain and troubleshoot computer networks, workstations, including laptops, printers, telecommunication equipment and recording equipment (audio and video).
2. Administer and maintain network data servers to ensure data integrity and efficient utilization.
3. Administer and maintain voice messaging system.
4. Administer and maintain network equipment.
5. Administer and maintain network firewall appliances.
6. Set up and maintain wireless networks.
7. Provide support for all network printers and workstation specific printers.
8. Provide support for all faxes and photocopiers.
9. Co-ordinate additions and changes to the radio system.
10. Monitor audio logging system to ensure data integrity and effective utilization of the system. Export audio data from voice loggers as requested.
11. Manage and maintain building and downtown video recording solutions.
12. Configure and maintain remote desktops, mobile solutions.
13. Ensure hardware is stripped and secured before disposal.

Software Related

1. Install and configure software and hardware including desktop updates.
2. Provide application support and upgrading for all computer applications.
3. Support and maintain Microsoft SQL Server.

4. Perform and verify incremental or full network data backups to ensure data integrity.
5. Perform data restores as required.
6. Assess and analyze internal and external threats and risks, perform audits and reviews for potential and actual security breaches and recommend appropriate actions in consultation with the Systems/Network Administrator.
7. Assist in the development, administration and monitoring of network and computer security standards such as firewalls and filters.
8. Administer and maintain anti-virus security software.
9. Administer and maintain firewall configurations.
10. Provide ITS administrative functions such as administering user access to network, changing passwords, account names and permissions for all computer systems, phone systems and photocopiers, including e-token passwords.
11. Maintain and control access to confidential information on computer systems.
12. Ensure that Windows security updates are tested and implemented.
13. Maintain a current inventory and track all computer and printer equipment.
14. Organize relocation of computer and communication equipment as required.
15. Investigate and resolve reported problems on computers (hardware and software); install and maintain software and assist members.

Note: The responsibilities listed are not set forth for the purpose of limiting the assignment of work. They are not to be construed as a complete list of the many duties to be performed under the position title or those to be performed temporarily outside an employee's normal line of work.