

COMPUTER TECHNICIAN 1 (B7):

MAJOR RESPONSIBILITIES:

Under general supervision of the IT Services Operations Supervisor:

Provides technical expertise to internal and external clients by:

- responding to customer requests for service in a timely and professional manner;
- investigating and resolving system and network malfunctions as required, or escalating problems where appropriate;
- updating and resolving software and hardware issues in a timely and efficient manner, in order to achieve the maximum benefit for our customers;
- quickly resolving problems with minimal call backs in order to enhance customer satisfaction;
- providing advice, assistance and training to customers on matters of a technical nature relative to their hardware and software;
- providing assistance, training, coaching to fellow IT staff;
- working either independently or as part of a team with other members of IT Services or customers' teams; and
- performing other related duties as required.

Provides core operational duties to the computing environment by:

- installing and refreshing workstations, laptops, tablets and printers;
- identifying and correcting O/S related issues;
- maintaining accurate asset records, including both hardware devices and software licensing;
- maintaining O/S patch and image management;
- maintaining program patch and image management;
- ensuring virus defense is proactive and complete by maintaining, scanning, updating, and distributing virus signatures in a timely manner and by verifying systems are checked as necessary;
- investigating and resolving system software problems; and
- identifying and resolving network issues, and escalating problems as required.

QUALIFICATIONS:

Education: Completion of a Computer Science Degree or two year Diploma in Computer Information Systems from a publicly-accredited, post-secondary institution recognized in the BC Transfer Guide. Certifications in ITIL, Microsoft MCSE or MCSA are an asset.

Experience: With a Diploma, a minimum of one year related experience. Some work experience using Microsoft's Windows 10 operating system and Office packages. Knowledge of KACE and Kaspersky Anti-Virus are an asset.

Knowledge & Skills: As listed at end of document.

COMPUTER TECHNICIAN 2 (B10):

MAJOR RESPONSIBILITIES:

The responsibilities of a Computer Technician 2 are similar to a Computer Technician 1. The Computer Technician 2 works more independently than a Computer Technician 1.

QUALIFICATIONS:

Education: Completion of a Computer Science Degree or two year Diploma in Computer Information Systems from a related field from a publicly-accredited, post-secondary institution recognized in the BC Transfer Guide. Certifications in ITIL, Microsoft MCSE or MCSA are an asset.

Experience: With a Computer Science Degree, one year of related experience. With a Diploma, a minimum of two years of related experience. Some work experience using Microsoft's Windows 10 operating system and Office packages. Knowledge of Windows KACE and Kaspersky Anti-Virus are an asset.

Knowledge & Skills: As listed at end of document.

COMPUTER TECHNICIAN 3 (B13):

MAJOR RESPONSIBILITIES:

The responsibilities of a Computer Technician 3 are similar to a Computer Technician 2. However, there is an expectation that the Computer Tech 3 will take on additional responsibilities and be a technical resource for a Computer Technician 1 or Computer Technician 2.

QUALIFICATIONS:

Education: Completion of a Computer Science Degree or two year Diploma in Computer Information Systems from a publicly-accredited, post-secondary institution recognized in the BC Transfer Guide. Certifications in ITIL, Microsoft MCSE or MCSA are an asset.

Experience: With a Computer Science Degree, two years of related experience. With a Diploma, a minimum of three years of related experience. Some work experience using Microsoft's Windows 10 operating system and Office packages. Knowledge of KACE and Kaspersky Anti-Virus are an asset.

Knowledge & Skills: As listed at end of document.

COMPUTER TECHNICIAN 4 (B16)

MAJOR RESPONSIBILITIES:

The responsibilities of a Computer Technician 4 are similar to a Computer Technician 3. However, the Computer Technician 4 is expected to also be a leader and mentor and model the highest levels of customer care. A Computer Technician 4 is able to work independently, formulate and implement solutions to problems and recognize potential problems.

Provides core operational duties to the computing environment by:

- working with the vendor's service technicians to resolve hardware, software and network issues; and
- monitoring the performance of systems and related software and hardware and, as required and where practical, recommending desirable changes or solutions.

QUALIFICATIONS:

Education: Completion of a Computer Science Degree or two year Diploma in Computer Information Systems from a publicly-accredited, post-secondary institution recognized in the BC Transfer Guide. Certifications in ITIL, Microsoft MCSE or MCSA are an asset.

Experience: With a Computer Science Degree, three years of related experience. With a Diploma, a minimum of five years of related experience. Some work experience using Microsoft's Windows 10 operating system and Office packages. Knowledge of KACE and Kaspersky Anti-Virus are an asset.

Knowledge and Skills (for all levels): Sound knowledge of the characteristics and capabilities of the City's computing infrastructure and associated software. Considerable knowledge of computer equipment utilized by the City and the RCMP. In-depth knowledge of networks and the operating procedures used in computer applications. Demonstrated commitment to customer service and the ability to respond to customer requests in a professional and efficient manner. Demonstrated initiative and the ability to work effectively with minimal supervision. Ability to communicate effectively both orally and in writing. Strong analytical skills. Strong time management, organizational and prioritizing skills. Demonstrated judgment and problem solving abilities. Demonstrated attention to detail. Excellent interpersonal skills to build and maintain cooperative working relationships with the IT Team, customers and vendors. Ability to work within, and contribute to, a proactive team environment. Ability to deal courteously, tactfully and diplomatically with members of the general public as well as internal and external customers. Ability to train others on the use of related computer systems. Ability to effectively develop and implement job-related procedures. Ability to work with the vendor's service technicians to resolve hardware, software and network issues. Ability to monitor the performance of systems and related software and hardware and, as required and where practical, recommending desirable changes or solutions. Ability to remain current in a constantly changing technical environment. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Valid BC Driver's license: Yes. Valid BC driver's license, unrestricted Class 5.
Vehicle Usage: Yes. City-owned vehicles.
Police Information Check: Yes. As a condition of employment, the incumbent must be able to obtain and maintain an RCMP Secret Security Clearance.

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