

Information Systems Technician

Term Full-time, April to December 2024 (35 hours per week)

Are you naturally collaborative, service-oriented and community-focused? Do you want to make a difference in your community and be part of an organization that has a direct impact on the quality of life of residents in the Comox Valley? At the Comox Valley Regional District (CVRD) we are committed to fostering a respectful, inclusive, equitable and diverse workplace which is representative of the community we serve. Our core values- **collaboration, service, accountability** and **sustainability** help guide us in everything we do. If you share our commitment and values, please consider applying with us.

In addition to the Comox Valley being an attractive geographic location to live and play, rich in rural agriculture, vibrant urban development, meandering coastline and dramatic mountains, working at the CVRD provides work/life balance through flexible work options, competitive salary and wages, employer-paid benefits package, and municipal pension plan. At the CVRD we value continual learning and growth and support employees' development through technical, professional, and leadership training.

Working with the CVRD is a plus for everyone. To learn more, visit our website at www.comoxvalleyrd.ca/about/careers/work-cvrd

We are accepting applications for a full-time **Information Systems Technician** to join our Information Systems team beginning in **April until December 2024**. The Information Systems Technician is responsible for the support of desktop computer systems, smartphones, tablets and networking systems on the Comox Valley Regional District (CVRD) computer network. Reporting to the Manager of Business Applications and Client Services, the primary responsibilities of this role include:

- Troubleshooting desktop PC network, hardware, software, and operating system problems;
- Assisting with and/or coordinating the configuration, deployment, repair or replacement of desktop PC's;
- Assisting users with software support for Microsoft Office and CVRD business applications and related software;
- Troubleshooting and support of Microsoft 365 tools and applications;
- Providing support for work from home or remote access over virtual private networks
- Participating in the implementation and support of computer and network hardware, software applications, and asset management;

- Conducting research to stay current with new technology and systems and making recommendations for improvements;
- Assessing and evaluating new equipment, software and procedures;
- Installing, routers, switches and related network equipment;
- Working with vendors to resolve complex desktop and network related problems;
- Maintaining a high level of security standards throughout the desktop and network infrastructure.

Our ideal candidate is:

- Skilled at explaining technical concepts and information to a diverse user group with strong communication and customer service skills;
- Current in new technology and industry initiatives;
- Motivated with the ability to balance multiple demands and priorities and meet deadlines;
- Skilled in troubleshooting and diagnosing network and equipment problems including experience with Ethernet and wireless networks;
- Educated in computer science (or a related field) at the post-secondary level with a Bachelor's degree and over two up to three years of experience in real-time desktop systems set-up and support in a similar environment OR a two year technology diploma with five years of related experience;
- Skilled in the setup, configuration and repair of desktop computers;
- An advanced user of Microsoft Office (certification preferred), with strong knowledge of Windows operating systems and business application software;
- Experienced with the design and management of field upgrades and installations as well as programming, troubleshooting and diagnosing related problems;
- Flexible in working after hours when required in the event of equipment breakdown or emergencies;
- Local government experience is considered an asset.

A valid BC Class 5 driver's license is required for this role. Successful candidates will be required to consent to a Canadian Criminal Record Check.

This is a CUPE Local 556 position with a current wage rate of \$39.02 per hour plus 10 per cent in lieu of benefits and sick leave with vacation pay prorated.

To review the complete job description and to apply go to www.comoxvalleyrd.ca/jobs.

The closing date for this position is March 28, 2024 at 3:00 pm. Applications for available positions with the CVRD must be received prior to the indicated closing date and time. We appreciate all applications; however, only short-listed candidates will be contacted. If your application is shortlisted, you will be contacted in a timely manner to arrange an interview. Virtual or in-person interviews are available.

The CVRD respectfully acknowledges the land on which it operates is on the unceded traditional territory of the K'ómoks First Nation, the traditional keepers of this land.

The CVRD is committed to providing a safe, respectful and inclusive work environment. We celebrate diversity and welcome applications from all qualified candidates.