# Red Deer County

# Technical Support Administrator

## 1-Year Term

*Located in the heart of Central Alberta, Red Deer County provides a wonderful mix of rural and urban amenities. Over 97% of County residents report high satisfaction with their quality of life, making Red Deer County a great destination for both living and working.*

Red Deer County is a great place to work! It is much more than just a job to go to. It is a place where everyone plays an important role. At Red Deer County, we believe that mutual trust and respect, shared responsibility, and open communication are essential characteristics for creating personal success within a first-class working environment.

Red Deer County has a 1-year, temporary position for a dynamic and highly motivated **Technical Support Administrator** to supplement our ongoing focus in the delivery of customer service excellence.

### Key Responsibilities

The Technical Support Administrator assists with the systems, standards, and processes of the IT area under the direction of the Technical Support Manager, including supervising the IT Assistant(s) and delivering outstanding customer service, technical support, and technical training. The Technical Support Administrator will also assist in establishing customer-oriented service goals and ensuring service delivery.

Detailed duties of the Technical Support Administrator position include, but are not limited to:

1. Act as the front-line/Help-Desk service provider for all Red Deer County staff as it relates to data, communication systems, and software or hardware needs.

2. Assist with the operations of the Information Technology area, including related contracted resources.

3. Provide direct supervision to the IT Assistant positions, which includes completion of annual performance reviews and providing ongoing feedback, mentoring, and coaching.

4. Participate in related committees, working groups, and inter-departmental teams to ensure data, systems, and infrastructure requirements are considered and understood.

5. Ensure data systems and networks are operational, secure, and accessible.

6. Ensure major technology applications are maintained, including Information Management (OpenText), database management systems (SQL server), GIS, ESRI, ArcView, web-based service applications, and audio/visual systems.

7. Ensure that systems are operational through on-going monitoring and ensure adequate maintenance is conducted, as required.

8. Perform capacity planning related to computer, telephony, electronic records management, digitized output copy/print hardware and audio/visual system networks based on user needs, performance levels, and identified future needs and recommendations.

9. Maintain ongoing technology system life cycling.

10. Ensure all system licensing and service level agreements are managed and maintained.

11. Maintain IT standards in relation to network infrastructure, client hardware, and peripherals that connect to the system.

12. Ensure IT standards, procedures, and network operations are documented and stored in a secure fashion.

13. Perform operating system, database, and application system software upgrades, as required.

14. Install network and workstation hardware upgrades in keeping with the installation standards, and oversee the work of on-site technical consultants, as required.

15. Provide in-house staff training relating to technical systems, as required.

16. Model, support, and encourage a collaborative and healthy work environment, including personal accountability, a unified culture, team alignment, engaged employees, respectful conduct, and a psychologically safe and healthy workplace.

17. Understand and adhere to the policies, principles and practices of OH&S legislation, and the County's requirements, as these obligations pertain to this role.

18. Undertake other tasks, projects and responsibilities as required within the scope of the position, as assigned.

## **Qualifications**

- Completion of a post-secondary undergraduate degree or diploma in Computer Sciences or related field, plus a minimum of three (3) years directly related experience, with a background in municipal government.
- An equivalent combination of experience and education may be considered.
- Proven leadership, supervisory, and project management skills.
- Ability to motivate, plan, direct, and evaluate people and activities for a broad-based municipal organization.
- Ability to work in a collaborative team environment, as well as independently with minimal supervision.
- Strong communication, analytical, documentation, and troubleshooting skills.
- Experience with various MS Windows operating systems and server systems.
- Ability to foster the development of a common vision by providing clear direction in alignment with strategic priorities, clarifying roles and responsibilities, creating a culture that is highly collaborative and inclusive, engaging others, and collecting information to make the best possible decisions, and engaging in or facilitating difficult conversations with individuals and groups that result in resolutions or consensus.
- Exceptional organizational abilities, sound judgment, confidentiality, diplomacy, and decision-making skills.
- Valid Class 5 drivers' license, with acceptable drivers' abstract.
- Acceptable Criminal Records Check.
- Experience in a local government environment is considered an asset.

**Additional Information**

This is a temporary position (Monday-Friday, 8:30 a.m. – 4:30 p.m.).  Red Deer County offers an exceptional workplace culture, competitive compensation package, learning opportunities, and work hours that enable a superior work-life balance.

**Term:** July 2, 2024 – June 30, 2025 *(possibility role will lead to permanent placement)*

**Base Wage:** $47.39/hour *(wage commensurate with experience)*

Qualified parties are requested to submit a detailed resume and cover letter to the Human Resources Department no later than **4:30 p.m., Friday, June 7th, 2024,** to:

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**HUMAN RESOURCES DEPT.**

[hr@rdcounty.ca](mailto:hr@rdcounty.ca)

[www.rdcounty.ca](http://www.rdcounty.ca)

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*We thank all applicants for their interest; however, only those invited for an interview will be contacted.*