

BUILD A CITY. BUILD A FUTURE.



TELECOM AND INFORMATION TECHNOLOGY INFRASTRUCTURE SUPPORT SPECIALIST

SCOPE

The City of Surrey is a place of innovative transformation and accelerated growth where we serve our community to improve the quality of life for everyone.

We are looking for candidates who share our values of integrity, service, teamwork, innovation, and community; are committed to supporting equity, diversity and inclusivity in the workplace; and who are looking to provide a positive experience to our customers and stakeholders.

As part of a team that reports to the Deputy Chief of Information Technology, you will provide critical support for the delivery of public safety critical systems for the City of Surrey.

RESPONSIBILITIES

Specialized support staff are responsible for performing various duties that ensure the ongoing operation of critical information and technology systems, such as, but not limited to, internet protocol telecommunication and radio infrastructure to support ongoing fire service operations for the Surrey Fire Service and over 50 dispatch clients throughout the province.

Our ideal candidate is a generalist who will:

- Exhibit experience collaborating with other IT professionals;
- Maintain and manage telecommunication system operation, voicemail, upgrades and maintenance;
- Maintain and manage radio system operation, radio frequency attenuation, frequencies, licensing, system upgrades and maintenance;
- Install, configure and maintain radio, telecommunication and computer hardware and accessory equipment;
- Install system software upgrades including planning and scheduling, testing and co-ordination;
- Configure and maintain IP phone recording software;
- Install, configure and maintain cellular connected devices such as modems, tablets and phones;
- Install, configure and maintain analog station alerting systems including remote printers and PA systems;
- Coordinate the maintenance of critical back up power and cooling systems such as UPS, generators and air conditioning;
- Maintain system settings and configurations using software applications;
- Understand and have good familiarity with ESRI GIS software and servers;
- Perform workstation and server administration set up;
- Maintain file systems for cloud based and on-premises disks;
- Co-ordinate server disk space planning, and virtual server management;
- Maintain growth statistics, space forecasts, and software and hardware inventories;
- Perform data back-ups and recoveries;
- Use SQL server scripting;
- Monitor and maintain compliance with system licensing and maintenance agreements;
- Prepare and maintain technical documentation including testing plans to guide system users and to assist with the ongoing operation, maintenance, and development of the system; and
- Provide after hours technical support.

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QUALIFICATIONS

- Legally entitled to work in Canada (Canadian Citizen or Permanent Resident.)
- Diploma in Computer Science, Information Technology, or related field by a recognized educational institution.
- Three years related experience in IT, telecommunications or radio systems, preferably with an emergency service organization.
- A combination of education and experience may be considered.
- Experience with telephony systems such as: VoIP, Standard PBX Voice (Nortel, Avaya), IP Telephony Systems, SIP trunking, ANI/ALI, and Cellular
- Experience with Radio systems such as: microwave, RoIP, P25, VHF radio and paging, analog PA systems, radio towers and antennas.
- Experience with power systems such as UPS, generators and air conditioning.
- Familiarity with NG911 ESInet.

OTHER INFORMATION

- Hourly Rate: \$55.94

This Posting Closes on June 13, 2024

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Computer Science, Information Technology, or related field by a recognized educational institution.
- Computer software experience with knowledge in use of:
 - FDM Records Management
 - Motorola Impress Battery Management
 - Komutel Sit2 and/or Sit I3
 - Avaya System Manager
 - NICE
 - Remote Cellular Modem Diagnostics
 - GIS/City Mapping Application
- Experience with a public safety service delivery organization.
- A demonstrated commitment to public service.
- Experience or training in digital and analog radio systems.
- Experience in radio and telecommunications installation, operation and maintenance.

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