

BUILD A CITY. BUILD A FUTURE.



*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.
City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward.
Build a City. Build a Future at the City of Surrey*

IT Technical Lead

Scope

Looking for a great place to work where your contributions are valued, and you can help make a difference in the community? Do you have great customer service and aspire to work in a law enforcement-related environment? If so, we are looking for you!

The Surrey RCMP Detachment is looking to fill an IT Technical Lead position. The Technical Lead is responsible for providing technical direction and oversight of federal, provincial, and detachment projects, processes, systems, or functional areas and works to ensure all tasks and duties are performed in accordance with policies and best practices.

Your responsibilities will include leading infrastructure and/or applications environment builds, configuration, and integration while ensuring that project teams adhere to quality control standards.

Responsibilities

- Work in collaboration with detachment, provincial, and national representatives and subject matter experts to design and deliver IT solutions.
- Work with managers, business units, and IT staff to define project scope, deliverables, priorities, and schedules.
- Act as the technical liaison between business units, vendors, and IT operational resources.
- Lead the development of technical design, configuration, sustainment, and other O&M documentation.
- Lead the implementation of new technologies, conducting meeting to assess options and recommend changes as required.
- Own and lead the planning and implementation of operational initiatives such as versioning and stewardship.
- Evaluate strategies & assess risks to improve approaches and ensure compliance with Local policy, as well as Provincial & National regulations.
- Provide subject matter expertise to operational teams for maintaining system operations and troubleshooting during outages.
- Adapt and apply procedures to address and resolve unusual problem situations.
- Assist with performance tuning and load testing.
- Ensure the smooth transition of new technologies to operational teams, ensuring handover procedures have been completed and training conducted.
- Escalation point for Operational issues and service outages
- Work to define and implement mitigation strategies.
- Performs other related duties as assigned.

Qualifications

A qualified applicant will have:

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- Two-year diploma in information systems plus a minimum of six years in an IT implementation role or an acceptable equivalent combination of education and experience.

This position requires the completion of an RCMP Secret Security Clearance.
Successful applicants must provide proof of qualifications.

Employment Status

Union - CUPE Local 402 – Regular Full-Time

Number of Job Openings: 1

Steps	Hourly Wage
Step 1	\$55.86
Step 2 - 6 Months	\$58.40
Step 3 - 18 Months	\$60.82
Step 4 - 30 Months	\$63.35

Posting close date: June 14, 2024.