

RCMP TECHNICAL SERVICES SYSTEMS COORDINATOR

Regular Full Time

About Us

One of BC's Top Employers, the City of Coquitlam offers meaningful career opportunities to make a difference within the local community. As the sixth largest city in BC, we are home to more than 150,000 residents. Our diverse municipality is a great place to work as it continues to grow through innovative urban design, inspiring arts, culture and recreation programs, and state-of-the-art transportation systems. Our brand is built on managing our resources in a responsible and sustainable manner, while supporting a vibrant, growing regional urban centre. We envision a bright future in Coquitlam that we hope includes you!

About You / What We Are Looking For

We are currently recruiting for a dedicated and skilled RCMP Technical Services Systems Coordinator to join our Police Services division. This role requires a proactive individual to manage, maintain, and troubleshoot various technical systems and equipment within the RCMP network. The successful candidate will play a critical role in ensuring the seamless operation of secure and custom-configured network systems.

Key responsibilities include:

- Assess, troubleshoot, investigate, analyze, identify, and resolve complex network servers, software, and hardware problems within the secure and custom-configured RCMP network.
- Install and configure integrated hardware, including computers, closed circuit video equipment, cameras, and digital fingerprinting scanners; configure and test all necessary RCMP network computer equipment.
- Install hardware and licensing software; liaise with end users; perform customization as required; conduct field testing; and monitor post-implementation performance.
- Administer, maintain, and troubleshoot access and removal for user account manager maintenance and administration; provide custom and adaptive solutions.
- Manage, maintain, troubleshoot, repair, install, and dispose of Police Vehicle Mobile Workstations; replace the standard operating system with an RCMP-specific mobile system; install custom software applications; configure specific devices for operability including wireless network, SIMs, and GPS; perform testing connectivity and cellular data connectivity; connect and configure pocket printers in vehicles.
- Schedule equipment installations; collaborate with RCMP units for specialized equipment installations; liaise with City departments to arrange and/or assist with alternate network system installations; install and test RCMP internet systems.
- Research equipment; compare specifications and identify costs; evaluate relevance to meet RCMP security requirements.
- Analyze technical issues and create custom solutions to fix or remedy identified issues and/or improve efficiency; resolve complex problems to address RCMP business needs; perform fixes, updates, coding, programming, customization of hardware, and scripting as required; liaise or collaborate with vendors.
- Liaise with end users and other applicable internal contacts; provide advice and assistance to end users regarding the operation of the equipment and the use of applications; perform office moves and relocation of technical equipment and telephones.
- Participate in workgroups, project teams, research, and testing groups to develop innovative solutions; attend RCMP E-Division meetings to collaborate on RCMP-specific challenges, projects, and opportunities; identify ideas, solutions, goals, and implementation targets.
- Identify and report any security breaches, incidents, and/or violations; conduct security investigations; ensure strict adherence to chain of evidence integrity.
- Ensure the Next Generation 911 softphone system in the Operational Communications Centre (OCC) is configured with the RCMP network system such as CAD dispatching, radio, contact center call display, and the OCC audio recording software.
- Prepare and maintain a variety of materials such as status reports, test results, inventory of equipment, and user training guides for operational equipment.
- Establish and maintain effective working relationships with a variety of internal and external contacts; liaise with vendors and contractors.
- Coordinate training programs; train end users in the use of hardware and software; plan and coordinate training as necessitated by software enhancements, new equipment, and procedure changes.

Minimum Qualifications

- Thorough knowledge of the practices and procedures used in the identification and resolution of hardware and software problems on networked computers.
- Considerable knowledge of the practices and procedures used in the installation and configuration of networked computer equipment, and of hardware and software residing on same.
- Considerable knowledge of network security practices and techniques including firewall configuration and maintenance.
- Considerable knowledge of the characteristics, capabilities and operation of computer and telecommunications devices and peripherals used in the work.
- Considerable knowledge of problem definition and solution techniques applicable to the work performed.
- Considerable knowledge of the functions of departments served and their requirements as applied to the work performed.
- Sound knowledge of computer programming as applied to the work performed.
- Ability to identify and solve complex network, software and hardware problems within the secure, uniquely constructed and custom configured RCMP Federal network.
- Ability to investigate, assess and resolve software and hardware problems and to liaise with vendor representatives and technical specialists as required.
- Ability to provide assistance, advice and training to end users in the effective use of software applications and to recommend or implement solutions and alternatives.
- Ability to establish and maintain effective working relationships with internal and external contacts.
- Skill in the operation of equipment used in the work.
- Driver's Licence for the Province of British Columbia.

Preferred Qualifications

The ideal candidate has completed a minimum of a two year diploma or degree in computer sciences or related discipline at a technical institute or community college including courses related to network systems technology, plus considerable related experience; or an equivalent combination of training and experience.

What We Offer:

This CUPE position has an hourly rate range of \$48.08 - \$56.82. The rate of pay is based on a variety of factors including qualifications, knowledge, experience and skills.

You will have the chance to join a rapidly growing and diverse team dedicated to supporting the local community, and be able to engage in variety of learning and development opportunities. Additionally, there is an opportunity to participate in an earned day off/flex day program. This position is based in Coquitlam with some flexible, hybrid work options available. The City offers an attractive vacation and extended benefits package, including the ability to contribute to the Municipal Pension Plan.

Accessibility / Equal Opportunity Employer

The City of Coquitlam is proud to be an Equal Opportunity Employer working towards enhancing equitable practices in our recruitment and retention processes. As an organization we are committed to creating an inclusive work environment to support our growing and diverse work force. To learn more about what equity, diversity, and inclusion means, and the City's efforts in support of these principles, please visit coquitlam.ca/edi for more information.

If at any time during the application or recruitment process you require additional assistance or an accommodation, please contact our team for confidential support. Staff can also provide in-person support if required.

Applicants under consideration may be required to undergo a police information check (with no adverse reports). The successful candidate must also be able to obtain and maintain a Secret Level RCMP Security Clearance.

Good people make Coquitlam great, sign up for career alerts through our recruitment portal to stay up to date about opportunities within our team, or follow us on [LinkedIn](#) to learn more about how #YouCouldWorkHere too!

Please apply online at www.coquitlam.ca/careers by 11:55 pm on September 6, 2024.

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