

Network Support Specialist

Permanent Full-time (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 **Network Support Specialist** to join our Information Systems and GIS team. The Network Support Specialist is responsible for network, server and desktop support as well as radio (VHF, UHF and Radio over IP) for the North Island 9-1-1 Corporation's Fire Dispatch. As part of the Information Systems group of providers at the Comox Valley Regional District (CVRD), the incumbent will work in an emergency service environment with an emphasis on client support for Computer Aided Dispatch systems and radio communication. Reporting to the Senior Manager of Information Systems and GIS, the primary responsibilities of this role include:

- Analyzing processes and problem-solving network, software and radio system challenges;
- Supporting existing software, hardware and radio system issues as they arise;
- Working with local area networks, VPN, and cellular data connections, completing tasks related to server and network equipment to fix issues, monitor performance and install and maintain servers, virtual servers and network equipment;
- Troubleshooting network, server, and desktop issues within the North Island 9-1-1 Corporation Fire Dispatch Centre through network and digital radio support with the goals of achieving greater efficiencies and an enhanced user experience;
- Supporting system users including onboarding, file access and remote access in different system environments;

- Configuring and supporting server operation, and network equipment including Cisco switches and routers for local area and VPN based networks;
- Building and installing servers and desktops for windows domain-based network where required;
- Supporting VHF and Radio over IP (RoIP) communications systems, tower installations and equipment in many rural locations on Vancouver Island and the Peace River area;
- Installing, supporting and maintaining Linux servers (RoIP nodes) including custom configurations and stack paging support;
- Remotely supporting Mobile Data Terminals in both fire station and fire apparatus computer systems and their connection to CAD servers, GPS systems, and cellular networks;
- Providing excellent customer service through desktop support to local government staff.

Our ideal candidate is:

- Well-versed in the techniques and tools pertaining to the networks, firewalls, routers, switches, wireless access points, LAN and WAN including troubleshooting;
- Current in the design and management of field upgrades and installations as well as programming, trouble shooting and diagnosing problems related to wireless network/radio communications, computers, routers and network switches;
- Highly skilled in configuring and installing complex antenna multi-coupling systems including benchmarking, field testing, and tuning;
- Experienced in the installation of complex DC and Solar power systems;
- Familiar with AVTEC Scout radio control systems and associated hardware;
- Current in new technology, trends and industry initiatives;
- Motivated with the ability to plan, prioritize, and meet deadlines under pressure;
- A strong communicator with excellent customer service skills;
- A creative problem solver with the ability to troubleshoot and resolve concerns in a timely manner;
- Educated in computer science (or related) at the post-secondary level (bachelor's degree) with over two up to three years of progressive experience in the information technology field focusing on network/server specialization; OR a two year diploma in computer or telecommunication systems, with four to five years' progressive experience;
- Proficient with Cisco switches and router products and services and their application to the IT environment.
- ITIL Foundation certification is preferred.

This is a CUPE Local 556 position with a wage rate of \$41.10 per hour. A valid BC Class 5 Driver's license is required for this role.

Flexibility will be required on an ongoing basis to meet the requirements of this role, including working additional hours on standby and emergency call-out after regular

business hours and regular (monthly) travel to multiple sites within the North Island 9-1-1 service area. The primary work location for this position is in Campbell River, BC.

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

The closing date for this position is January 6, 2025 at 3:00 pm. 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.