

Police Services –IT Supervisor (Full Time)

Information Technology Department



Overview

The City of Chilliwack is seeking an IT Supervisor for its Information Technology Department to oversee IT Services at our Police Detachments. This role will manage two IT staff members (Junior IT Support Technician and IT Support Technician). The primary responsibility of this position is to ensure the efficient operation of IT services at the Police Services Buildings, including managing the detachment's IT environment and personnel. The supervisor will play a key role in developing and maintaining computer programs, complying with RCMP and Municipal policies, and safeguarding the confidentiality and security of sensitive information.

Key Responsibilities

The Police Services IT Supervisor will oversee and manage IT projects. This role involves extensive planning and requires close cooperation with the RCMP Senior Leadership Team, Public Safety and Social Development staff, and IT Managers to ensure IT strategies support operational needs. A key part of the position is comprehensive management of IT assets, including their lifecycle, secure disposal through hardware recycling, and detailed erasure of disk drives. The supervisor will also handle the configuration and maintenance of phone, voicemail, and paging systems, as well as the procurement and installation of various hardware and software, such as copiers, printers, fax machines, PCs, laptops, and specialised software and licences.

Key duties include providing essential technical support for critical police systems, including CCTV, building access control, asset tracking, fingerprint and booking systems, videoconferencing, e-ticketing, license plate readers, in-vehicle camera systems, noticeboards, and payment machines. The incumbent will also assist with networking systems and projects, address outages, and promptly resolve user support requests. Coordination and liaison with external contractors and outside agencies are also part of the role, alongside managing all aspects of user account administration.

Requirements

This position requires a four-year degree in information systems or a related discipline with a minimum of six years of experience, or an acceptable combination of training and experience. The successful candidate must qualify for and maintain the required security clearance and possess a valid B.C. Driver's Licence. The position involves a standard work week, with occasional work outside of normal hours, frequent shift changes, and assigned overtime, as well as some travel.

How to Apply:

Compensation: \$52.33/hour

Competition Number: 2025-73

Closing Date: September 22, 2025 at 4:30 pm

Visit: <https://jobs.chilliwack.com/> to apply for this or other positions.