Police Services – Junior IT Support Technician (Full Time)

Information Technology Department

Overview

The City of Chilliwack's Information Technology Department is seeking a Police Services - Junior IT Support Technician. The primary purpose of this role is to ensure smooth IT operations at the Police Services Buildings, including assisting with computer program development and safeguarding confidential information while complying with RCMP and Municipal policies.

Key Responsibilities:

Key responsibilities include providing first-level support to end-users via email, phone, or in person for technical issues, as well as investigating and resolving routine software and equipment problems. More complex issues are escalated to specialized technical staff. The role also involves assisting users with software applications, maintaining the information systems inventory, managing Help Desk call records and reports, and installing and setting up computers, printers, and other hardware and software. Candidates should have a certificate in Information Systems or a related field, relevant experience, the ability to obtain and maintain security clearance, and a valid B.C. Driver's Licence. The position typically involves a standard work week, with occasional after-hours work, shift rotations, assigned overtime, and some travel.

Requirements:

- Must have a certificate in Information Systems or related discipline from a recognized post-secondary institute and sound related experience - OR- an acceptable combination of training and experience.
- Able to qualify for and maintain the required security clearance for the position. Failure on the part of the employee to satisfy this requirement will necessitate the removal of that employee from the position.
- Must have considerable knowledge of the practices and procedures used in the operation of computer equipment and desktop software applications as related to the work performed.
- Able to install and configure computer and peripheral equipment.
- Able to maintain IT Help Desk software, hardware and software inventory files, and other files.
- Able to develop, revise, and/or implement work methods and procedures as required.
- Able to demonstrate considerable skill in the operation of equipment used in the work.
- Able to examine users' current applications, practices, and needs, and identify problems and recommend or implement solutions or improvements.
- Able to review, troubleshoot, diagnose and resolve hardware, software and local area network maintenance tasks.
- Able to investigate, assess, document and resolve software and hardware problems.
- Able to communicate effectively, both in oral and written format and able to prepare technical and non-technical reports.
- Able to provide basic instruction to users of software applications.
- Able to be polite, tactful and courteous in dealing with the public.
- Able to establish and maintain an effective working relationship with department officials and other members of staff.