

Police Services –IT Support Technician (Full Time)

Information Technology Department



Overview

The City of Chilliwack's Information Technology Department is seeking a Police Services - IT Support Technician. The incumbent in this class assists management in achieving efficient operation of IT Services at the Police Services Buildings through reliable performance in the development and preparation of computer programs and related functions, observing and complying with both RCMP and Municipal policies, and ensuring the safety and security of confidential material/matters pertaining to the Department's operation.

Key Responsibilities:

- The incumbent in this class will assist in the management and operational excellence of the detachment's IT environment and staff.
- A core component of the position involves assisting in the lifecycle management of PCs, secure disposal through hardware recycling, and meticulous erasure of disk drives. The incumbent will assist in configuring and maintaining all phone, voicemail, and paging systems.
- Duties include assisting in procuring and installing all hardware and software, including copiers, printers, fax machines, PCs, laptops, and various specialized software and licenses. Provide essential technical support for critical police systems, including but not limited to 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 assist with networking systems and projects, such as Wi-Fi enhancements and addressing outages, and ensure that all user support requests are resolved promptly.
- The incumbent will liaise with external contractors, outside agencies, and aspects of user account administration, from creation to secure file system access.
- The incumbent will also be responsible for performing a wide range of associated functions and providing assistance to other functions of the municipal operation as directed by the Manager of IT Support.
- Assignments and responsibilities are performed under general supervision in accordance with established routine, and performance is subject to review, inspection, and evaluation by the Manager of IT Support.

Requirements:

- Two-year diploma in information systems or related discipline from a recognized post-secondary institute, plus a minimum of four years related experience; - OR- an acceptable combination of training and experience.
- Ability 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 this position.
- Must have a thorough knowledge and understanding of the operation of computer software, hardware and networks and their relationship to the customers/users.
- Able to communicate effectively, both in oral and written format and able to prepare technical and non-technical reports.
- Able to investigate and resolve software and hardware problems in a timely fashion.
- Must be able to install, maintain and troubleshoot hardware and software systems, including but not limited to, desktop & server hardware, printers, mobile computing devices including smartphones and mobile computers in vehicles.
- 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.
- Good knowledge of the functions, practices and procedures, bylaws, policies and regulations pertaining to the operations of the municipality.
- Must be in possession of a valid B.C. Driver's Licence.

How to Apply:

Compensation: \$45.97/hour

Competition Number: 2026-07

Closing Date: February 16, 2026 at 4:30 pm

Visit: <https://jobs.chilliwack.com/> to apply.