

ESQUIMALT POSITION DESCRIPTION

Pos. No: 817

EFFECTIVE DATE: JAN 2017

Reviewed: May 2022

Reviewed and updated: May 2024

Approved by: Manager of IT

Position Title:	Information Technology Support Analyst
Department/Division/Section:	Information Technology Department

POSITION FUNCTION

Under the direction of the Information Technology Manager, the Information Technology Support Analyst is responsible for the day-to-day operation and support of the Township's computer systems, applications, servers, networks, telephone systems and mobile devices. This includes installation, configuration and upgrades of new and existing systems; routine monitoring, maintenance, patches, and system backups; and providing technical support via a Help Desk.

KEY DUTIES

Install, configure, maintain, monitor and document the Township's corporate technologies including:

- desktop hardware, software, and peripheral devices
- network devices such as switches, routers, wireless technologies and UPSs
- server hardware and storage systems
- virtual servers, including file, print, e-mail, applications and databases
- telephone systems, desk phones and mobile devices
- anti-virus, firewall and building access security systems

Receive, log, prioritize, and respond to incidents, alerts, and service requests related to the Township's corporate technologies.

Perform analysis, research and troubleshooting to diagnose and resolve complex technical problems related to the Township's corporate technologies; recommend and implement corrective solutions; escalate incidents to the I.T. Manager or external contractors as necessary.

Manage end user accounts, security cards, access rights, and storage allocations in accordance with established procedures.

Maintain inventory of all I.T. hardware and software, accurately document component failure, repair, installation and removal, and perform annual audits.

Perform equipment moves, adds, and changes (MAC) as they are requested and approved.

Monitor and test system backups and restores, and respond to issues relating to them.

Monitor and test network performance and provide performance statistics and reports.

Liaise with external contractors who provide Township support, as required.

Provide one-on-one instruction to staff related to the operation of all supported devices and applications.

Contribute to and develop an internal Information Technology knowledge base and FAQ.

Provide on-call after hours support during I.T. manager's absences.

Perform other related duties where required.

INDEPENDENCE

Work is generated by requests for service from staff, in response to system alerts or assigned by supervisor.

Work is reviewed by supervisor in verbal discussions and written reports.

Work is prioritized based on criteria established by management.

Issues that deviate from established policies, procedures and budgets are discussed with supervisor.

Occasionally oversee the work of contractors or students.

WORKING CONDITIONS

Physical Effort:

Work in awkward positions. (occasional)

Lift and move medium and heavy equipment such as computers, printers and monitors. (frequent)

Sit with arms unsupported while keyboarding. (often)

Walk and stand. (often)

Mental Effort:

Act on multiple requests for service within varied deadlines. (continuous)

Short periods of intense concentration while problem solving or configuring systems. (frequent)

Visual/Auditory Effort:

Focus on various hardcopy media and digital computer displays for short periods. (frequent)

Listen to and understand service requests. (frequent)

Work Environment:

Office. (frequent)

Travel to other offices. (frequent)

Outdoors. (rare)

KNOWLEDGE, KEY SKILLS, AND ABILITIES

Promote, incorporate and role model the Township's core values into all program activities:

Accountability – we are transparent and take responsibility for our policies, our decisions and our actions.

Integrity – we practice high standards of ethical behavior and open communication that inspires trust.

Respect – we value people and treat everyone with dignity and fairness.

Service Excellence – we strive to meet community needs and achieve high-quality results through teamwork, partnerships, innovation and creativity.

Passion – we approach our work with conviction and enthusiasm.

Excellent problem-solving skills related to I.T. hardware and software systems.

Excellent customer service and interpersonal skills.

Advanced skills in network systems management, problem identification, and troubleshooting.

Advanced skills in file server, application server and database management in a Microsoft Windows environment.

Advanced skills in end-user computer hardware and software installation, configuration, and maintenance.

Good understanding of Linux systems.

Good understanding of Cybersecurity Best Practices and Protocols.

Familiarity with telecommunications hardware and software.

Familiarity with the operation of all end-user software used in the Township.

Ability to organize and prioritize work.

Ability to maintain accurate records.

Ability to identify when problems need to be escalated to other staff or external parties.

Ability to identify training needs, provide one-on-one training and recommend related training.

Ability to identify I.T. needs and recommend appropriate solutions.

Ability to effectively communicate technical ideas clearly and concisely to non-technical audiences both verbally and in writing.

Willingness to take on-going training to improve and expand knowledge and skills.

Ability to adjust working hours on occasion to accommodate scheduled projects and maintenance.

Ability to establish and maintain professional and effective working relationships.

QUALIFICATIONS

Formal Education, Training, and Occupational/Professional Certification:

Bachelor's degree in computer technology.

Cloud Computing Services Management (i.e. Microsoft 365) (preferred)

Cisco Certified Network Associate certificate in routing and switching or equivalent. (preferred)

Microsoft Certified Professional (MCP) certification in one of Server, Exchange, Dynamics, or SQL server. (preferred)

Current and valid class 5 B.C. driver's license.

Experience:

Five years of recent experience with server and network hardware and software installation and support.

Two years customer service support experience.

Or:

Equivalent combination of education and experience.

OTHER

Required to obtain criminal record check.