

JOB DESCRIPTION



Job Title: Technology Support Analyst
Reports To: Head of Information Technology

Affiliation: CUPE Local 374
Hours per Week: 35

Position Summary

Reporting to the Head of Information Technology, the Technology Support Analyst is responsible for the day-to-day operation and support of the District'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.

The Technology Support Analyst will be responsible for administering and maintaining user accounts, mailboxes, as well as undertaking special projects and assignments as required. The ideal candidate will have strong SharePoint Online skills and will work closely with Corporate Services in the ongoing delivery of the District's electronic records management program. Working experience with SharePoint Online, Office 365, Microsoft Dynamics GP, Tempest, is considered an asset.

The successful candidate will possess excellent verbal and written communication skills with a proven ability to strategize and think critically regarding effective IT solutions. Working as part of a small team, the ability to be collaborative as well as demonstrate leadership and accountability are required as well as building and maintaining strong working relationships across the organization.

This position may, on occasion, be required to work extended hours including evenings and weekends and the work schedules may be flexible to attend Council meetings or special projects after normal work hours.

Nature and Scope of Work

1. Installs, configures, troubleshoots, tests, repairs, monitors, and supports workstations, servers and network infrastructure including, desktops, laptops, tablets, mobile phone, peripherals, operating systems and applications, network hardware and software and other computer components.
2. Provides support to District staff, and responds to business needs, by identifying problems with system hardware and/or software components primarily as they relate to general operational needs. Assists staff in the use of the District's computer systems and applications.
3. Plans and performs system administration duties, including monitoring, coordinating, and setting security access, software execution rights and priorities, network performance, and equipment and data allocation.
4. Responsible for handling, maintenance, performance, and execution of system backups.
5. Maintains and updates hardware, software and network equipment and infrastructure by using effective diagnostics, planning and preventative maintenance measures including regular operating system and software updates and security patches.
6. Prepares and maintains documentation manuals of the District's IT infrastructure and IT operating environment, including the communication system(s), such that proper stewardship is maintained over the IT assets and continuity of operations is possible in the event of staff turnover and other possible business interruption.
7. Provides orientation and training to new and temporary staff. Develops and implements training materials for new or upgraded systems.
8. Ensures staff have the appropriate technology and system access to attend electronically delivered training and webinars at their workstations and in staff meeting rooms.

9. Provides maintenance and enhancements of the District's internal and external website and services.
10. Performs other duties as required.

Knowledge, Skills, and Abilities Requirements

1. Ability to function efficiently with limited direction, to establish and maintain effective working relationships with municipal officials and other employees, and to meet and successfully serve the public on a continuing basis.
2. Ability to maintain confidentiality of matters at all times.
3. Ability to effectively plan, organize, set priorities, and work well under pressure and to a deadline.
4. Ability to effectively read and interpret information, present numerical data in a resourceful manner, and skillfully gather and analyze information.
5. Thorough knowledge of business English.
6. Thorough familiarity and proficiency with Microsoft Office, SharePoint Online and CollabSpace, and land management application, SQL Server, and remote desktop technologies.
7. Working knowledge of adopted District document management practices.
8. Working knowledge of the operations and functions of other District departments.
9. Working knowledge of related municipal legislation, i.e. *Local Government Act*, *Community Charter*, and Freedom of Information and Protection of Privacy Act (FOIPPA).
10. Strong interpersonal skills and written and verbal communication skills.
11. Excellent organizational skills.
12. Excellent team building skills.

Training and Experience Requirements

1. A completion of a diploma or degree in Information Technology from an accredited technical institute or post-secondary institution.
2. A minimum of five (5) years of recent experience with server and network hardware and software installation and support.
3. A minimum of two (2) years' experience in Active Directory, Exchange Online and SharePoint Online.
4. Microsoft and other certifications are considered an asset, as with experience working in a government or not-for-profit organization.
5. A satisfactory Criminal Record Check.

The previous statements reflect the general duties considered necessary to describe the principle functions of the job identified and shall not be construed as a detailed description of all work requirements that are inherent in the job.

APPROVED BY:

Raechel Gray
Director of Financial Services

Date

Norm McInnis
Chief Administrative Officer

Date