



INFORMATION TECHNICIAN I (Regular)

Competition #: 181-COV-22
Closing Date: Internal applicants – November 16, 2022
External applicants – November 23, 2022
Rate of Pay: \$34.12 per hour (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)
Band: 7 – Schedule A (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)
Days/Hours: Monday to Friday / 35 hours per week

Reporting to the Manager, Information Services, this position provides light to moderate technical support for its users and a variety of general and specific network, PC, and peripheral related troubleshooting and repair as assigned.

Duties:

- Provides light technical support including but not limited to; repairing and setting up computer hardware and software such as; mice swaps, keyboard changes, phone installs, toner changes, program installations, workstation moves, laptop installs and updates, systems setups, antivirus updates, conference projector and PA system setups.
- Performs local and network administrator tasks including but not limited to; resetting passwords, domain level user support, restarting a service, editing basic file and folder security settings and user profiles.
- Assists in supporting the City's network infrastructure and all connected devices.
- Provides identified expertise and service to staff and elected officials using well-developed communication, discretion, and human relations skills.
- Documents all procedures and related technical resolutions as required in IS database systems.
- Performs rollouts of IS products and programs for the City's LAN/Wan.
- Assists with the coordination of computer training as required.
- Provides one-on-one training for end users as required.
- Updates all IS related asset tracking data as required.
- Acts as a backup to the Information Technician II as required.

- Performs other related duties as assigned.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Completion of A+ certification or recognized post-secondary program in information technology.
- Minimum 3 years' experience in a computer hardware technical capacity.
- Must acquire and maintain a current Microsoft Desktop Operating Support certification within two years of product release.
- Valid British Columbia Class 5 Drivers License.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Ability to exercise mature judgement regarding confidential and sensitive information.
- Possesses practical knowledge and experience with current Windows Operating Systems and programs.
- Working knowledge of PC based peripheral devices.
- Considerable knowledge and experience with computer and related software and general office equipment.
- Considerable experience troubleshooting hardware and software issues.
- Exceptional interpersonal and communication skills with a commitment to teamwork and customer service.
- Ability to work with minimal supervision.
- Ability to obtain and maintain an acceptable criminal record check.
- Ability to obtain and maintain RCMP Secret Security Clearance.

Preferred Education and Experience:

- 5 Years of experience in a specifically computer technical capacity.
- Peripheral troubleshooting, hardware certification from various Tier one Vendors.
- Microsoft exchange experience.
- Internet/Intranet experience.
- Database administration background.
- IP Telephony knowledge.
- WAN background.
- Microsoft Office Specialist.

Conditions of Employment:

- As a fundamental term and condition of employment with the City of Vernon, candidates will be required to provide proof of full vaccination against COVID-19.

TO APPLY:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using **one** of the following methods:

- Online at www.vernon.ca (In MS Word or PDF Format) or
- By Fax: (250) 550-3551

Internal applicants are asked to complete the *Internal Application Form* located on Jostle and forward this along with a resume.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. No phone calls please!