



## The Corporation of the Town of Lakeshore Employment Opportunity Internal and External Posting

**Position:** IT Technical Analyst

**Salary:** \$33.69 - \$36.42 (2019 rates)

**Union:** CUPE

**Reports to:** Manager of IT Services

**Posting Closes:** Tuesday, April 9, 2019 at 4:30 pm.

### **Purpose of Position:**

Reporting to the Manager of Information Technology, the Technical Analyst is responsible for providing technical support to end users and maintenance of systems including hardware, software, network, telephony, peripherals, office equipment, mobile devices and related infrastructure.

### **Qualifications:**

- University Degree or Community College Diploma in Computer Science
- Minimum of 3 to 4 years of experience in an Information Systems related position
- Must possess excellent analytical, planning, problem solving, and multi-tasking skills.
- Must possess excellent communication skills, customer relationship skills that are collaborative, responsive and supportive.
- Must be detail oriented, self-motivated and comfortable working with both functional and technical resources
- Ability to effectively manage and adapt to multiple priorities on a daily basis.
- Certifications in hardware, server operating systems, and Cisco networking are an asset.
- Must hold a valid Ontario driver's license.

### **Knowledge:**

- Working knowledge and experience in various software applications including Microsoft Applications (2010 or later) such as Office Suite, Exchange, Windows Operating Systems and Servers, and SQL Server and Oracle databases.
- In depth knowledge of windows desktop and server operating systems, client/server software and hardware, virtual operating environments (VMware/XenServer), and network infrastructure technologies
- Significant knowledge and experience with local and wide area network philosophies
- Knowledge of current best practices in desktop support, server administration and data recovery technologies.
- Hardware maintenance and troubleshooting skills with network components, workstations and printers
- Working knowledge of Wireless Technologies, Database Administration and Geographic Information Systems (G.I.S.) would be considered an asset.

## **Major Responsibilities:**

1. Document, support and maintain the Municipality's computer hardware, software and peripheral inventory.
2. Troubleshoot technical issues regarding computer configurations. PC Hardware, software, peripheral devices such as scanners, projectors, photocopiers, and telephony, etc.
3. Assist with rollout of hardware and software as required.
4. Develop and assist in training staff in all computer and telephony related areas.
5. Assist in developing, documenting, testing and implementation of software/hardware applications that are customized to meet the requirements of specific departments, sub-departments, or clients.
6. Liaise with external vendors and/or contractors regarding coordinating work and/or projects.
7. Monitor daily network and system backups.
8. Assist with the maintenance of the LAN, WAN, WLAN, servers and communications infrastructure.
9. Assist with the maintenance and updating of all municipal websites - internal and external.
10. Must adhere to the OHSA as well as the Town of Lakeshore's Health and Safety Policies and Procedures including WHMIS.
11. Perform other duties as assigned

## **Decision Making and Judgement:**

- Work is performed under the general direction of the Manager of IT Services and other department heads.
- Works within established guidelines, policies, procedures, directives, bylaws and legislation.
- Judgement is exercised in decision making within standard and accepted practices within the industry. Decisions on exceptions are referred to the Manager.

## **Physical Skill and Effort**

- Sitting, standing, bending, walking, climbing stairs, crawling, using a ladder, walking on uneven ground.
- Lifting of up to 10 kgs on occasion
- Manual dexterity to operate a computer

## **Contacts:**

Internal - Daily contact with Manager and other office staff.

External - Daily contact with contractors, professionals, and suppliers for obtaining or exchanging information.

## **Environment**

- Works within an office environment within the hours of 8:30 a.m. to 4:30 p.m. (35 hours per week).
- Some exposure to adverse weather conditions and other undesirable environmental characteristics may be required.
- Driving around the municipality is required.

## **Control over Work Schedule**

- Occasionally requested to work beyond normal office hours subject to the employee's consent in order to meet deadlines.
- Overtime as specified in the Collective Agreement with CUPE Local 704.2

This position is being posted under the provisions of the Collective Agreement between C.U.P.E. Local 702.4 and the Town of Lakeshore. Qualified applicants interested in the position are to email a detailed resume outlining their qualifications to [jobs@lakeshore.ca](mailto:jobs@lakeshore.ca) no later than 4:30 p.m. on Tuesday, April 9, 2019 clearly indicating IT Technical Analyst in the subject line.

*Personal information is collected under the authority of the Municipal freedom of Information and Protection of Privacy Act and will only be used for the purpose of determining eligibility for this competition. The Town of Lakeshore is an equal opportunity employer. Accommodations under the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) will be provided upon request.*