



## **SARNIA POLICE SERVICE**

### **Job Title: Junior I.T. Technician**

<b>Supervisor:</b> I.T. Manager	<b>Subordinates:</b> N/A
<b>Rank:</b> Civilian	<b>Salary Scale:</b> Category 4

### **Purpose**

The Junior I.T. (Information Technology) Technician position is responsible for providing first line desktop support to members of the Sarnia Police Service.

### **Major Responsibilities**

- Provide first level user support of various technologies used at SPS including, computers / laptops, printers, network devices, phones, mobile, software, and more.
- Set-up, configure, test and/or install hardware and software on new and reallocated workstations.
- Ensure all hardware and software is maintained, this includes Windows updates, critical application patches, Endpoint Security, Hard drive Encryption and Telephony.
- Setup new employees and ensure all users are able to access required software / hardware. This also includes, access control, access to required internal applications related to job function, i.e. Niche RMS, CAD, CPIC, etc.
- Ensure all internal systems are in good working order and troubleshoot to resolve issues with equipment.
- Work with 3<sup>rd</sup> party vendor support to resolve technical problems with hardware and software.
- Train and orient staff on use of internal software, used by the Service. This also includes developing training material for staff to review.
- Perform such other duties as may be required.

### **Working Conditions**



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The position requires the ability to sit and/or stand for long periods of time and ability to crawl into confined spaces, reach overhead to perform dexterous work. It may also require the occasional lifting of equipment up to twenty-five (25) pounds.

### Minimum Qualifications

- Two (2) year college/university Diploma in an Information Technology related discipline (e.g. network design, database design and maintenance, IT systems security and maintenance) from a recognized Community College or University with Canadian accreditation. Minimum Eighteen (18) months work experience in Information Technology.
- Microsoft Office Certifications– an asset.
- Related work experience to include demonstrated competencies in:
  - Demonstrated analytical and problem-solving skills
  - Excellent customer service and communications skills
  - Aptitude to work independently and prioritize work based upon business needs
  - Capacity to anticipate demands/pressures of assignments and adapt accordingly to meet critical deadlines
  - Demonstrated initiative, resourcefulness and self-motivation
  - Accuracy and attention to detail are crucial
- Operating knowledge of Windows based Client/Server Operating environments and the ability to configure mobile devices.
- Knowledge of deploying Windows imaging and updates.
- Must understand basic networking i.e. TCP/IP, DNS, DHCP
- Experience in working with 2FA/MFA is an asset
- Communication skills, specifically written and verbal, including an ability to articulate complex technical problems with a variety of audiences
- Understanding of the absolute requirement to maintain security and confidentiality
- Ability to sit and/or stand for long periods of time and ability to crawl into confined, reach overhead to perform dexterous work.
- Ability to lift up to 25 pounds
- The preferred candidate will be required to undergo a thorough background screening check.



## =====**SARNIA POLICE SERVICE**=====

### **Scheduled Working Hours**

This position works a regular thirty-five (35) hour week. There will be requirements to potentially work evenings and/or weekends.