

## **JOB DESCRIPTION**



### **Section I**

<b>Position ID:</b>	
<b>Job title:</b>	Information Technology Support Analyst
<b>Department:</b>	Information Technology
<b>Name of immediate supervisor:</b>	Michel Cousineau
<b>Title of immediate supervisor:</b>	Chief Information officer
<b>Date:</b>	November 14, 2019

### **Section II**

#### **Brief description of position (rationale)**

The I.T. Support Analyst logs, diagnoses, and resolves hardware, software, telephone, smartphone, peripherals issues for City Staff. He/she also handles network, telecom, software account administration, and client hardware/software configurations and installations.

### **Section III**

#### **Main tasks and responsibilities**

1. Responds to all client service request calls coming into the Information Technology Services Desk by:
  - Ensuring information about the calls is properly captured in the incident management application;
  - Analyzing and correctly diagnosing the problem, which could be related to hardware, software, telephone, smartphone, peripherals, and network communications;
  - Providing the first line of support for resolving incident/problems.
  - Providing site support via remote access and/or visits to client sites;
  - Applying standard operating procedures as required;
  - Processing network, telecom, software account requests;
  - Processing and supporting requests for physical access security;
  - Escalating complex problem calls to senior technical staff and/or management;
  - Configuring and installing hardware/software;
  - Participates in the after-hours support/work as needed;
  - Monitoring the status of outstanding calls and conducting follow- up calls with clients and other I.T. Staff.
2. Acts as a backup for the System Analyst as it pertains to the following tasks:
  - Providing support for all phone systems;
  - Providing support for Mobile Device Management (smart phones, tablets, etc..);
  - Providing support for Security Systems (FOBs, Alarms, Cameras).

3. Performs I.T. asset management functions by:
  - Updating the hardware and software asset management systems as required;
  - Assist with the decommissioning of equipment;
  - Assist with the stocking, movement, and inventory control of I.T. spare parts stock.
4. Keeps current with IT industry trends and advancements.
5. Works in accordance with the provisions of applicable health and safety legislation and all City of Clarence-Rockland corporate and departmental policies and procedures related to occupational health and safety.
6. Performs other related duties consistent with the duties outlined above.

## Section IV

### Position requirements

1. **Education:** Post-secondary diploma in Information Technology or a related field.
2. **Experience:** Three to Five (3-5) years providing IT Support to users.
3. **Skills and Competencies:**

#### **Mandatory**

*The following requirements are mandatory for the position.*

- Experience with Microsoft solutions (i.e. Windows 7/10, Office Suite 2010/16/19)
- Experience with End User products (i.e. Desktops, laptops, tablets, printers, peripherals)
- Experience working an IT Service Management platform (Help Desk Software)
- Analyze and correctly diagnose complex variety of hardware, communications, and software problems, determine causes, and develop and effect solutions.
- Work calmly and systematically under stressful situations
- Ability to manage competing priorities
- Liaise effectively with all levels of staff, city partners and vendors
- Commitment to stay current and upgrade skill
- Excellent verbal and written communication abilities in both official languages
- Organize work and meet deadlines
- Research and analytical skills
- A criminal record check must be provided upon hiring only (dated no longer than three months prior to the date when it has been requested) and is a condition of employment
- Must possess and maintain a valid Ontario driver's license.

#### **Desired**

*A combination of experience and/or knowledge in the following areas will be considered an asset for the position*

- Cyber security practices (i.e. patching, anti-virus)
- Infrastructure applications (i.e. Citrix, remote access, print queue administration)
- E-mail systems (i.e. MS Exchange, spam filtering)

- Wireless/mobile technologies (i.e. Blackberry, Wi-Fi, Remote Access)
- Authentication Services, User Account Management (i.e. MS Active Directory)
- Telephony solutions (i.e. VoIP, NEC, Avaya PBX, Voice Mail systems)
- IT Service Management practices (i.e. ITIL)
- Corporate Security Systems (i.e. facilities video surveillance, entry/exit point door access systems)
- Enterprise municipal software applications (i.e. GIS, TOMRMS, eScribe, WorkTech, Vadim)
- Knowledge of the municipal structure, programs, and services

## Section V

### Specific characteristics/conditions of the position

1. Physical Skill and Effort
  - Frequent periods of medium mental concentration
  - Short, infrequent periods of physical activity (lifting of IT equipment)
2. Working Conditions
  - Environment – Exposure to a normal office environment where frequent minor discomforts such as noise, heat or cold are experienced
  - Work off-site at other Corporation locations when needed
3. Work Schedule
  - May be required to work outside of normal business hours
  - Attend to emergencies on evenings and weekends if critical IT systems issues occur unexpectedly

## Section VI

### Issues/challenges

1. Providing a working understanding of complex IT concepts, functions, limitations, and requirements to primarily non-IT partners and stakeholders
2. Evolving with constantly changing technology
3. Positive outcomes when dealing with difficult and frustrated users
4. Working under time constraints

## Section VII

### Personnel management

Number of employees directly and indirectly coordinated/supervised (full time):	0
Number of employees directly and indirectly coordinated/supervised (part time):	0
Type of employees coordinated/supervised:	0
Operating budget:	0

## Section VIII

Position Description Approvals	Name	Title	Date
Written by :	Michel Cousineau	CIO	14-Nov-2019
Revised by :			
Approved by :			