

Information Technician #3
Lindsay, Ontario

The City of Kawartha Lakes is a growing municipality in the Lindsay area providing municipal services to its 75,000+ residents and seasonal guests. The City of Kawartha Lakes is one of the largest employers in the area with a large variety of professionals in its employ. Incorporated in 2001 as a single-tier municipality, the City of Kawartha Lakes is a young organization providing opportunity for growth and learning.

Job Description: Reporting to the Supervisor of Network Services and Client Support this position is responsible for the following:

- Configure, monitor and manage servers and systems, networks and applications to ensure high levels of availability and security of the supported business systems
- Configure, monitor, manage and secure desktop and mobile computers and peripherals to ensure optimal client system performance
- Develop and operate Local and Wide Area Networks (LAN/WAN) for data and voice communications and their related software, hardware devices and communication infrastructure
- Develop and operate voice technology including digital and analog services, VoIP, voice mail systems, cellular and paging equipment and services
- Develop and operate mobile computing technology services including data delivery, security and devices
- Install, configure, integrate and maintain Server System Software
- Establish and provide security and backup of corporate data
- Provide technical support to the City's internal customers
- Respond to and resolve all technical networking difficulties
- Respond to inquiries and requests for assistance regarding the organization's computer systems and peripherals
- Provide technical assistance and leadership to projects and user groups
- Provide technical support and leadership to business units and project teams to identify, acquire, implement and support appropriate technology
- Develop scripting and/or programming for technical and business system maintenance or development
- Maintain records of all related hardware and software inventory
- Recommend training requirements to the IT Manager; assist users with their use of systems
- Recommend appropriate Corporate hardware, software and security standards to the IT Manager
- Recommend and/or evaluate technology purchase requirements to the IT Manager
- Liaise with external vendors where 3rd party services and/or support are required
- Regular travel to various work locations is required to fulfill the job duties of the position
- Perform other related duties as assigned

Requirements and Qualifications:

- Post-Secondary Diploma in Computer Systems or a related field
- Minimum 5 years of related progressive experience, preferably in a municipal environment
- Current knowledge and experience with Network Technology
- Current advanced knowledge and experience of the TCP/IP protocol suite
- Current knowledge and experience with Multi-protocol LAN/WAN routed environments
- Current knowledge and experience with LAN/WAN inter-networking technology, including multiple network operating systems, network protocols and management systems;
- Current knowledge and experience supporting a SCADA environment with a focus on security and infrastructure planning
- Current, in-depth knowledge and experience with routers, switches, firewalls and intrusion prevention systems
- Current knowledge and experience with Network Security including design, implementation and management
- Current knowledge and experience with Telecommunications systems and Voice communications systems experience

- Current knowledge and experience with Windows and Linux Server Technology
- Current knowledge and experience with computer and peripheral hardware and their internal components
- Experience with testing and deploying applications to ensure their ability to co-exist and function in a multi-tiered environment
- CCA certification or equivalent hands-on experience with remote desktop technologies and administration
- MCSE, CCNA, CCSP, and RHCE certifications preferred
- Experience in a technological support role with demonstrated advanced troubleshooting abilities
- Experience working with a service desk system such as BMC FootPrints preferred
- Experience in a project management role including project planning, execution and control
- ITIL Foundations Certificate preferred, along with working knowledge of service management and ITIL methodologies including incident, problem, change and configuration management would be an asset
- Ability to effectively perform and participate in cross-training within the IT Division
- Proven client service competencies including strong interpersonal and communication skills, ability to develop and maintain cooperative working relationships both within and outside the organization, active listening and questioning skills including common structured questioning techniques; ability to reason and troubleshoot, stress and conflict management skills, ability to provide detailed and accurate verbal and written technical guidance and support to clients
- Ability to demonstrate initiative consistently with commitment to quality improvement, sharing process improvement initiatives with management
- Demonstrated organizational and time-management skills including the ability to work both independently and as part of a team, and work methodically and prioritize workload to meet multiple demands and deadlines effectively with minimal supervision
- Demonstrated ability to exercise discretion and tact and to maintain a high degree of confidentiality and professionalism
- Demonstrated proficiency in Microsoft Office, the internet, and any other related software
- Upon a conditional offer of employment, a Criminal Record Check will be required

Hourly rate of pay: \$31.46 - \$38.59

How to Apply: Applications may be submitted by email no later than **September 26, 2017 at 4:00 p.m. quoting Job #17-123 to:**

Human Resources Officer
 City of Kawartha Lakes
 28 Francis Street, P.O. Box 9000, Lindsay, ON K9V 5R8
 Email: jobs@kawarthalakes.ca

We appreciate the interest of all applicants; however only those selected for interviews will be contacted. We will accommodate the needs of applicants in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise Human Resources to ensure your accessibility needs are accommodated throughout this process.