

INFORMATION SYSTEMS TECHNICIAN **GREENVIEW, ALBERTA**

DEPARTMENT: Corporate Services

LOCATION: Administration Offices - Valleyview, Alberta

STATUS: Vacant

Located in Northwest Alberta, the Municipal District of Greenview is a vast and diverse area rich in oil and gas, fertile farm-land, and mixed wood forests. As the third-largest rural municipality in Alberta, Greenview boasts diversity in economic activities and an extraordinary landscape. Greenview's economy is strengthened by its diversity, a talented workforce and an entrepreneurial spirit that is second to none. Our residents experience adventure right in their backyards with lakes, rivers, Rocky Mountain peaks and vast prairie offering a year-round outdoor playground for all ages.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Corporate Services is responsible for financial, legislative, human resources, assessment, information systems, procurement and risk management/insurance functions and support for the organization. The Information Systems provides network administration and systems management services for the Municipal District, including computer support to all departments in the areas of software and hardware. This includes the planning and development of special projects as needed.

The Information Systems department also provides computer training for Greenview staff and wireless communication devices are also overseen by the department. The Information Systems Technician will provide back-up support to the Information Systems Officer; he/she will be cross trained on the operations of the network. This position is also responsible for the installation, maintenance, troubleshooting and upgrades of computer hardware, software, networks, peripheral equipment and electronic mail systems; assessing users training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; prepares documentation and provides user assistance to Greenview staff; and performs related work as required.

MAJOR

Functions as back-up resource

Cross train with Information Systems Officer on the operations of the network, including but not limited to:

- Administer network workstations, utilizing one or more TCP/IP networking protocols.
- Administer all servers, Ethernet networks, wireless networks, network cabling, and other related equipment, devices, and systems, and related equipment.

SAFETY • TEAMWORK • INTEGRITY • LEADERSHIP • EXCELLENCE IN SERVICE



Main Office: 780.524.7600
Toll Free: 1.888.524.7601

www.mdgreenview.ab.ca



- Perform and/or oversee software and application development, installation, and upgrades.
- Troubleshoot remote Greenview networks.
- Receive tasks from the Information Systems Leader in order to be familiar with network operations.
- Assist with the planning, design and maintenance of Municipal Databases.
- Assist with system backups, user access and password security processes.
- Assist with review and ongoing evaluation the disaster recovery plan to ensure that effective processes are in place.
- Work on special projects as required and assigned by Information Systems Officer.
- Serve as primary back-up to Information Systems Officer, as required.

Computer Inventory and Budget

- Prepare inventory lists of obsolete PCs to be replaced.
- Schedule replacement/update.
- Assist Information Systems Officer on software and printers budget.
- Update the inventory records to reflect the changes.

Service Desk

- Work with Desktop/Network Support Team to resolve reported issues when required.
- Manage user accounts.
 - Set up new users, de-activate ex-users.
 - Issue new passwords and provide general user-related support services.
- Assist with the ongoing operation of systems and related equipment.
- Install, configure and upgrade operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
- Install, assemble and configure computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; rewire or direct the rewiring of cables as required for new installations and office reconfiguration.
- Troubleshoot problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; make repairs and corrections where required.
- Act as a technical resource in assisting users to resolve problems with equipment and data, a centralized help desk to facilitate exchange of information and advice; implement solutions or notify outsource providers as required.
- Make hardware and software acquisition recommendations including helping users assess needs and providing justification for equipment and services.
- Assist with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintain current knowledge of hardware, software and network technology and recommend modifications as necessary.

SAFETY • TEAMWORK • INTEGRITY • LEADERSHIP • EXCELLENCE IN SERVICE



Main Office: 780.524.7600
Toll Free: 1.888.524.7601

www.mdgreenview.ab.ca



- Assist with training programs for user orientation for new employees and to familiarize users with new applications and equipment.

MINOR

- Must attend training sessions as required.
- Complete and submit timesheets and expense claims in a timely manner.

OCCASIONAL

- Perform other duties as assigned.

QUALIFICATIONS / EDUCATION / EXPERIENCE:

- To perform this job successfully, the individual must be able to perform the duties listed above to a high degree of quality, timeliness and precision.
- College level Diploma in Computer Information Systems, Networking or equivalent
- Ideal candidate will have 2 – 3 years of experience in similar capacity
- Class 5 driver's license.

SKILLS REQUIRED:

- Security training from the SANS Technology Institute considered an asset
- Proven exceptional customer service skills and high sense of urgency
- Superior problem solving and troubleshooting skills are essential
- Strong willingness, capacity and desire to learn
- Excellent communication skills, both written and verbal

WORKING CONDITIONS AND PHYSICAL ENVIRONMENT:

- Extensive use of computers, related equipment and cables
- Standing, bending, sitting to fix computers and cables
- Lifting of computers and related equipment's
- Visiting all of Greenview locations
- Subject to working in mostly indoor environment
- Use and operation of vehicle
- Normal working day consists of 7.5 hours; however occasional overtime or weekend work may be required

SAFETY • TEAMWORK • INTEGRITY • LEADERSHIP • EXCELLENCE IN SERVICE



Main Office: 780.524.7600
Toll Free: 1.888.524.7601

www.mdgreenview.ab.ca



HEALTH & SAFETY:

- All personnel working at the Municipal District of Greenview are governed by the **Municipal District Health & Safety Policy.**
- Ensures all operations are conducted in a safe manner and in accordance with Municipal District Policies and Occupational Health & Safety Regulations.
- Ensure proper ergonomic requirements are met and good ergonomic procedures are practiced.

Note: The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

JOB POSTING INFORMATION:

Interested candidates may submit cover letter and resume by 31st January 2019, in one of the following ways:

Mail or Drop Off: Municipal District of Greenview No. 16
4806 – 36 Ave., Box 1079, Valleyview, Alberta T0H 3N0

Fax: 780-524-4307
By E-mail: careers@mdgreenview.ab.ca
Website: www.mdgreenview.ab.ca

SAFETY • TEAMWORK • INTEGRITY • LEADERSHIP • EXCELLENCE IN SERVICE



Main Office: 780.524.7600
Toll Free: 1.888.524.7601

www.mdgreenview.ab.ca



INCUMBENT SIGN-OFF:

I have read the above description of the primary role and responsibilities of the Information Systems Technician and acknowledge that I understand the scope and responsibility of the position. I understand that this is not intended to be an exhaustive list of job duties and responsibilities and that I will be assigned other duties as required to support the success of the Municipal District of Greenview No. 16.

Incumbent – Print Name

Date

Incumbent – Signature

Manager – Print Name

Date

Manager – Signature

SAFETY • TEAMWORK • INTEGRITY • LEADERSHIP • EXCELLENCE IN SERVICE



Main Office: 780.524.7600
Toll Free: 1.888.524.7601

www.mdgreenview.ab.ca

