

## **INFORMATION SYSTEMS TECHNICIAN**

### **MUNICIPAL DISTRICT OF GREENVIEW, ALBERTA**

**DEPARTMENT:** Corporate Services – Information Systems

**LOCATION:** Administration Offices – Grande Cache or Grovedale

**STATUS:** Receiving applications until a suitable candidate is found.

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*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. This position is also responsible for the installation, maintenance, troubleshooting and upgrades of computer hardware, software, networks, peripheral equipment, communications 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**

- 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.
- Administer all communication equipment including VOIP Phone systems, cellular mobile devices and satellite phones.
- Perform and/or oversee software and application development, installation, and upgrades.
- Troubleshoot remote Greenview networks.

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- 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 of the disaster recovery plan to ensure that effective processes are in place.
- Work on special projects as required and assigned.
- Serve as primary back-up to Information Systems Officer, as required.

### Computer and Equipment Inventory

- Prepare inventory lists of obsolete PCs to be replaced.
- Schedule replacement/update.
- 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.
  - Proficient in Active Directory user accounts
  - Provide general user-related support services.
- Install, configure and upgrade operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
- Configure and deploy communications equipment including VOIP Phone systems, cellular mobile devices and assist as required with other mobile devices in other 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.
- 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.

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## 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:

- 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
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)

## 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

## 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.

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## HOW TO APPLY:

Interested candidates may submit cover letter (stating the position you are applying for) and resume in one of the following ways:

Email: [careers@mdgreenview.ab.ca](mailto:careers@mdgreenview.ab.ca) (please quote the position in the subject line)

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

Confidential Fax: 780-524-3981

Applications are being accepted until a suitable candidate is found.

**While we truly appreciate all applications, only those selected for an interview will be contacted.**

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