

## CIVILIAN JOB DESCRIPTION

### POSITION INFORMATION

**Position Title:** IT Field Support Technician

**Number of Positions:** 1

**Location:** General Headquarters

### PURPOSE:

To provide technical expertise and support in the operation and maintenance of business critical computer systems to members of the NAPS.

### KEY RESPONSIBILITIES:

1. Performs installation and configuration of various hardware components of systems including servers, desktop and laptop computers, mobile workstations, scanners, digital cameras and camcorders, personal data assistants, desktop and network printers and copiers, digital media readers, portable memory media, network cards and cabling media, modems, portable hard disks and CD/DVD drives and copiers, global positioning devices, satellite telephones, land line and VoiP telephone systems, radio repeater systems and portable radios, satellite radios, cell phones, forward-looking infrared devices, terminals, docking stations, uninterrupted power supply units, smart board, polycom video conferencing system, card lock systems, security cameras and recorders, interview room systems, and other sanctioned hardware components. Diagnoses equipment failures using standard troubleshooting methodologies, practices, and diagnostic utilities, on-site and/or remotely. Repairs or replaces faulty components, as required.
2. Performs installation and configuration of computer software, including base computer image and overlay on all desktops, laptops, and servers. Performs installation and configuration of all approved, user-specific software as well as Ministry and NAPS specific software, e.g., Internet Explorer, Microsoft applications, Windows operating systems, Adobe applications, IBM Lotusnotes server and client, .
3. Provides technical expertise and support to client users by diagnosing and troubleshooting hardware, software and network problems, in relation to overall system performance; investigating problem areas and recommending enhancements or improvements. Recommends improvements and opportunities for integration with other technologies.
4. Ensures the physical security of the NAPS network, hardware, and applications, reporting and correcting any instances of possible security violations using remote diagnostic tools. Ensures data integrity of all information recorded on business-specific databases including the back-up and restoring of lost data and files. Maintains data integrity and network connectivity through the use of anti-virus and anti-spyware software, rapidly deploying security updates and upgrades to servers and workstations to maintain network efficiency and security at or above Provincial Ministry standards.
5. Enforces network drive quotas through administration and maintenance, e.g., maintenance of public drive structure. Uses NTFS file permissions/encryption and other tools to ensure security of data. Maintains file and print server permission, backup, and configuration maintenance. Performs ongoing maintenance to permissions for various users to access specific directories on one or multiple servers. Monitors back-up progress to ensure data integrity, and recovery of lost or corrupted documents.
6. Create and maintain NAPS internet access web site and internal intranet. Update intranet for employee address, email and phone lists as forwarded to HQ from the regional offices. Maintain records management for all IT inventory.
7. Maintain NICHE RMS administration including installing new releases on NAPS domain. Provide NICHE training to NAPS personnel including updates on system changes and enhancements.
8. Attend remote communities to assist in the installation and repair of equipment.
9. Maintain log information of service calls.
10. Local Administrator for MTO Inquiry Services System (ISS) and Suspension and Impoundment Management System (SIMS) having police service responsibility in MTO database to administer access and user management in accordance with MTO guidelines and NAPS Policy and Procedures. Provide application support to end users of MTO ISS and SIMS by providing assistance, clarification and guidance.

11. Performs other duties, as assigned.

**Staffing and Licensing Requirements:**

Valid Ontario Driver's Licence.  
Must be able to pass a background security investigation.  
Diploma/Degree in Information Technology  
Ability to work on an emergency on-call basis.

**COMPENSABLE FACTORS**

**KNOWLEDGE:**

Knowledge of various types of computer hardware and technical specifications, including components, peripherals, servers, desktop and personal computers, network topologies and wiring standards and maintain hardware systems. Knowledge of network protocols and principles including routing, IP addressing and cabling; digital/wireless and mobile technologies and knowledge of operating software including networking, LAN/WAN components, Enterpol, NICHE RMS and Windows operating systems in use, diagnose and resolve problems and provide troubleshooting and end-user support for installed systems and applications; and advise and train users on capabilities and use of software.

Knowledge of maintenance operations and techniques, troubleshooting techniques and methodologies, and testing diagnostic software and recovery procedures to investigate and resolve system performance problems.

Knowledge of policies and procedures governing the installation, repair and maintenance of hardware and software; knowledge of current related industry standards and new technologies to provide technical support and troubleshooting, recommend improvements to existing systems, stay current and develop new skills.

**INTERPERSONAL AND COMMUNICATION SKILLS:**

Written communication skills to document technology and maintain logs.

Oral communication skills and interpersonal skills to provide technical advice and support to users; eliciting information to ascertain their needs and problems; identifying actual problem and issues and explaining course of action; communicating complex technical information and system capabilities; and enforcing software policies and restrictions.

Collaborate and work with various staff in joint resolution of operational problems and issues.

**PROBLEM SOLVING/COMPLEXITY:**

Analytical and problem-solving skills to diagnose software/hardware/network conflicts or failures (e.g., complete failure of computer); investigate possible solutions, apply different methods of troubleshooting; and implement corrective action to maintain or restore operation of critical business applications and systems.

Analytical skills to identify and respond to end user issues and problems such as arranging for service, isolating a fault on a particular computer or refer to next tier level of support.

**JUDGEMENT AND DISCRETION:**

Works with operational policies and procedures and in accordance with established protocols, methodologies and procedures for the operation and maintenance of hardware/software/networks.

Determines when to escalate a problem or issue to a more senior level due to inability to resolve on own, e.g., system-wide problems, multi-user problems. Carrying out maintenance and recommending changes and enhancements to improve performance as directed.

**RESPONSIBILITY FOR THE WORK OF OTHER EMPLOYEES:**

There is no formal responsibility for the work of other employees.

**PHYSICAL AND SENSORY DEMANDS:****Physical Demands**

Dexterity for keyboarding and use of tools for soldering, wiring, crimping. Occasional climbing, crawling during installations and repairs. Extended sitting while driving to and from various sites to perform work. Occasional lifting, carrying and/or moving of equipment, tool boxes, monitors, computers, servers, laser printers.

**Sensory Demands**

Visual: extensive data analysis on computer/PDA; trouble-shooting problems; driving. Requirement for detail and accuracy in installations and repair. Olfactory: sensing problems with wiring, hardware, fan, and processing malfunctions. Tactile: tests heat sensitivity of hardware. Multi-tasking as work on mission critical applications requires immediate response and attention, which may supersede scheduled work due to re-prioritizing of duties to meet requirements. Time pressures to restore certain systems to functioning status to minimize downtime, and complete server and equipment refreshes by deadline to avoid monetary penalties.

**WORKING CONDITIONS:**

Work is generally performed in a standard office environment. Regular travel is required to various detachment locations and other sites requiring the use of aircrafts and secondary highways and very isolated rural roads, sometimes traveling in inclement weather. Some exposure to noise, vibration, limited lighting and/or glare. Some potential hazards when working with high voltages during installations and repairs.