



Strait Municipal Information Technology Association

285 Beech Hill Road, Antigonish Nova Scotia B2G 0B4

Job Description – IT Technician

Title:	IT Technician
Salary:	\$42,000 - \$50,000
Work Location:	Combination of On-site and Remote at Strait-IT Partner locations
Status:	Permanent, Full-time 35 hours per week

Description

The IT Technician's role is to ensure proper operation of the Strait-IT partners' technology environment, enabling end users to provide municipal services to their citizens, businesses and visitors. This includes actively resolving end user help requests within established Service Level Agreements (SLAs). Problem resolution may involve the use of network diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

Responsibilities

Operational Management

- Exercising exceptional customer service skills, provide Level I Support to end users both in person and via remote management tools.
- Accurately record service request and resolution details in the Strait-IT Incident Management system.
- Build trusted relationships with end users and management and promote the values of the Strait-IT. Ensure effective and timely communications with all stakeholders.
- Escalate problems to other specialist team members, contracted external service providers, or the Director IT as appropriate.
- Conduct research, access software updates, drivers, knowledge bases, and FAQ resources on the Internet to aid in problem resolution.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Test fixes to ensure problem has been adequately resolved and confirm the resolution with the customer.
- Develop help sheets and other instructions for end users. Conduct individual and group end user training as required.
- Ensure the maintenance of confidentiality through consistent application of Strait-IT security controls and procedures. Monitor and report non-compliance.

Acquisition & Deployment

- Assist in software releases according to Change Management best practices.
- Assist in defining standards and practices for networks, computer hardware and software. Build consistent software configurations to support these standards.
- In accordance with Strait-IT Asset management plans, deploy and install desktops, laptops, printers, and networking equipment.



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Strategy & Planning

- Assist in the development of IT Service Level Agreements for new services.
- Assist in planning for equipment replacement through the annual budgeting process.
- Alert management to emerging trends in incidents.

Position Requirements

Formal Education & Certification

- College diploma or university degree in the field of computer science or an equivalent combination of education and experience.
- ITIL Foundations certification or completion of certification within the six-month probationary period.

Knowledge & Experience

- Knowledge of advanced computer hardware, including servers, storage and backup systems, laptops, desktops, printing and imaging devices, and wireless / cellular.
- Familiarity with the Microsoft 365 cloud environment, including Microsoft Teams, OneDrive for Business, Microsoft hosted exchange, and Azure Active Directory
- Experience with desktop and server operating systems, including Microsoft Windows 7, 8, 10, 11, and Windows Server 2012 or higher.
- Extensive application support experience with Microsoft Office products.
- Working knowledge of networking equipment including routers, switches, and wireless access points.
- Experience working in an ITIL-driven environment and working knowledge of ITIL principles and processes.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on developing relationships, listening and questioning skills.
- Strong documentation skills.
- Fluent English.

Personal Attributes

- Ability to conduct research into a wide range of computing issues is required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly, business-friendly and technical language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Work Conditions

- 35-hour work week.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Valid NS Drivers License and access to a motor vehicle for providing support to remote sites.
- Some on-call support will be required.