

# Job Description

## Information Technician

## **PURPOSE OF THE POSITION**

(The main reason for the position, in what context and what is the overall end result)

The Information Technician is responsible for installing and maintaining computer hardware, software and networks.

## **SCOPE**

(The way that the position contributes to and impacts on the organization)

The Information Technician reports to the Senior Administrative Officer and provides hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources. Providing these services in an effective and efficient manner will ensure maximum access to and implementation of technology services and resources.

## **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Ensure technology is accessible and equipped with current hardware and software

### Main Activities

- Troubleshoot hardware, software and network operating system
- Be familiar with all hardware and software
- Be familiar with network operating system
- Provide orientation to new users of existing technology
- Train staff about potential uses of existing technology
- Train staff about new and potential use
- Provide individual training and support on request
- Provide recommendations about accessing information and support
- Maintain current and accurate inventory of technology hardware, software and resources

2. Monitor and maintain technology to ensure maximum access

### Main Activities

- Troubleshoot all technology issues
- Maintain log and/or list of required repairs and maintenance
- Make recommendations about purchase of technology resources
- Research current and potential resources and services
- Provide network access to all staff and students
- Install work stations
- Connect and set up hardware
- Load all required software

- Provide network accounts and passwords as required
- Monitor security of all technology
- Install and maintain Foolproof and passwords
- Input and maintain IP addresses
- Advise staff of security breach and/or change in password or security status
- Ensure installation of lock out programs
- Identify and prepare hardware for disposal when appropriate
- Ensure hardware is stripped and secured before disposal

3. Perform other related duties as required during working hours

## **KNOWLEDGE, SKILLS AND ABILITIES**

(The knowledge, skills and attitudes required for satisfactory job performance)

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- |  |   |
|--|---|
| ✓ Computer hardware and software systems and programs                | ✓ Computer viruses and security   |
| ✓ Computer networks, network administration and network installation | ✓ E-mail and internet programs  |
| ✓ Computer troubleshooting   | ✓ an understanding of the northern economic, cultural and political environment |

### **Skills**

The incumbent must demonstrate the following skills:

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|--|--|
| ✓ ability to install and administer computer hardware, software and networks | ✓ computer skills including the ability to operate computerized accounting, spreadsheet, word-processing, graphics and website development programs at a highly proficient level |
| ✓ team building skills   | ✓ stress management skills   |
| ✓ analytical and problem solving skills                                      | ✓ time management skills   |
| ✓ decision making skills   |  |
| ✓ effective verbal, presentation and listening communications skills         |  |
| ✓ effective written communications skills                                    |  |

### **Personal Attributes**

The incumbent must demonstrate the following personal attributes:

- |  |                                 |
|--|---------------------------------|
| ✓ be honest and trustworthy                  | ✓ be flexible                   |
| ✓ be respectful                              | ✓ demonstrate sound work ethics |
| ✓ possess cultural awareness and sensitivity |                                 |

## **WORKING CONDITIONS**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

### **Physical Demands**

(The nature of physical effort leading to physical fatigue)

The Information Technician will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Information Technician will have to do some lifting of computer equipment, supplies and materials from time to time.

### **Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent)

The Information Technician may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of clients. The Information Technician may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

### **Sensory Demands**

(The nature of demands on the incumbent's senses)

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The municipal office may be noisy and busy making it difficult for Information Technician to concentrate.

### **Mental Demands**

(Conditions that may lead to mental or emotional fatigue)

The Information Technician deals with a very stressful environment as many of the clients are frustrated and require immediate services.

## CERTIFICATION

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Employee Signature	Supervisor's Title
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Printed Name                      Date	Supervisor's Signature              Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
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Senior Administrative Officer's Signature              Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

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