



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

SUPPORT TECHNICIAN PERMANENT, FULL TIME (35 HOURS PER WEEK)

The Support Technician is responsible for all network systems and software necessary to develop and maintain the Township of Centre Wellington's technology network infrastructure. The Support Technician covers all computer and communications hardware, operating, and software systems necessary to deliver communications and automated business processes to the Township at the required service levels. The position is responsible for:

- Ensuring an optimal level of customer service and satisfaction through the effective installation and maintenance of network systems, firewalls, and applications.
- Providing leadership in advisory, troubleshooting, and on-site assistance to users
- Exercising delegated control over technology resources, information, and security.
- Administration of information technology systems and processes
- Ensuring the continuous availability of all computer technology and equipment to support the delivery of systems to the Township's business units, in an effective and efficient manner.

Duties & Responsibilities:

Endpoint Security & End User Support

- Provides second-level user support, response, request logging, and escalation related to network, domain systems, and servers. Ensures accurate timely logging of service and request activities in the ticket tracking system.
- Ensure Endpoint Security control across the domain.
- Research, recommend, purchase, and implement networking and security technologies ensuring seamless integration, security, and high availability.
- Provides support for problem determination/resolution, new installations, and upgrades of a wide range of hardware, software, peripherals, and applications while adhering to service level requirements.
- Resolves issues quickly and effectively, documenting their intervention and outcome, determining their application elsewhere, and following through to ensure their resolution across the domain.
- Diagnoses and resolves or escalates issues on a wide range of hardware and software including networks, servers, printers, operating systems, and applications while adhering to service level requirements.

Networking & Security

- Provide first-level support and troubleshooting to resolve network issues and second-level support for desktop system issues on a wide range of hardware and software.
- Monitor network performance and ensure systems 24/7 availability and reliability.
- Prepare and maintain security operating procedures and associated documentation.
- Configure and install various network devices and services (e.g., routers, switches, firewalls, VPN, Wireless AP).
- Perform network maintenance and upgrades including patches, hotfixes, firmware, and security configurations.
- Develops, maintains, and monitors system security through best industry practices and according to corporate policy.
- Maintain and track detailed asset information.
- Responsible for secure network design, establishing and enforcing system standards; creating and maintaining accurate technical documentation for WAN, LAN, Wi-Fi, Internet, Firewalls, Servers, Video.
- Determine security requirements by evaluating business strategies and requirements; researching information security standards; conducting system security and vulnerability analyses and risk assessments; studying architecture/platform; identifying integration issues; preparing cost estimates.
- Develops and performs daily, weekly, and monthly maintenance routines and reports.
- Establishes and maintains detailed professional documentation to track and communicate all security, network, domain, operating system, and application configurations.
- Assists with maintaining and securing a cost-effective WAN/LAN/Internet infrastructure including perimeter security, physical security, network security and intrusion detection.

- Assists with, designs, recommends, implements, maintains, supports, tests and documents UPS and other power and cooling systems to protect and support all critical computer-based systems.
- Maintain, monitor, and supports the fibre optic network including responding to outages 24/7 in accordance with service level agreements.

Other

- Provides support and maintenance for anti-virus control on all endpoint devices across the domain.
- Maintains and monitors workstation and peripheral security through best industry practices and according to corporate policy.
- Other duties as assigned and/or required.

Qualifications & Minimum Requirements:

- Post-Secondary diploma in Computer Science, Computer Engineering Technology or an equivalent combination of education, skills, and experience.
- Five (5) years of experience in IT security, including firewalls and endpoint security.
- Five (5) years of experience in networking, Switches, and routing protocols.
- Five (5) years of desktop support.
- Thorough understanding of networking.
- Ability to adapt to change quickly depending on changing priorities.
- Budget development and tracking of actual costs to budget.
- Experienced working with Microsoft Office.
- Understand Networking and switching routing, Stacking, OSPF, RIP, EIGRP Tunneling preferred.
- Strong communications skills.
- Strong decision-making and judgement skills.
- Valid driver's license and access to a reliable vehicle to be used to travel and transport tools and equipment to all Township sites.
- Flexibility to work outside of normal business hours to respond to critical technology alerts and critical user requests for assistance after hours and on weekends.

Annual Salary: \$70,203 - \$82,127 [2022 rate]

How to Apply: Township of Centre Wellington, 1 MacDonald Square, Elora, ON N0B 1S0
via email to: careers@centrewellington.ca

Deadline to Apply: Monday, May 30, 2022, at 4:00 p.m.

To learn more about the Centre Wellington community and the requirements for this position, please visit the Township's web site at www.centrewellington.ca and search the Job Opportunities link. Please submit your cover letter and resume in one document in .PDF format and indicate the position title in the subject line of email. The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications. **No phone calls please.**

As the COVID-19 pandemic evolves, we continue to adjust recruitment practices based on the guidance provided by our local Public Health Unit. Assessment of candidates may be via video/remote interviews or physically distanced face to face interviews. We thank all those that apply; however only those candidates selected for an interview will be contacted.

Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance. We thank all those that apply; however only those candidates selected for an interview will be contacted.