



HAMILTON POLICE SERVICE (HPS)
JOB OPPORTUNITY

IT SUPPORT TECHNICIAN

Posting #2024-011

Job Title: IT Support Technician

Status: Full-time

Department/Unit: Information and Technology

Salary: Schedule 7E from \$69,824 to \$82,150 per annum (As of January 1, 2023)

Posting Date: February 13th, 2024 and closes March 12th, 2024.

Primary Job Location: Central Police Station, 155 King William Street, Hamilton, ON, but will need to attend other locations as required.

Hours of Work: 40 hours per week, working 10-hour rotating shifts – days and afternoons, from 0700 or 1700 or 1000 to 2000, Monday to Friday, 0900 to 1900 Saturday and Sunday; some flexibility may be required to meet work demands.

SUMMARY

Serving a population of 545,000 residents, the Hamilton Police Service has made a commitment to work in partnership with the community and continue to focus on providing public safety accountability and value to its citizens. With an authorized strength of over 1200 staff, the Hamilton Police Service is committed to the highest standards of integrity and professionalism.

Reporting to the Supervisor, Infrastructure & Operations, the IT Support Technician will bring a strong client focused and positive attitude to all dealings with clients as the first point of contact for IT Services. The IT Support Technician records the caller details then evaluates the situation/issue and resolves it, or if necessary, refers or escalates to a designated specialist for resolution.

Duties, but not limited to

- End to end responsibility for client calls providing timely, reliable and courteous service from initial receipt of call through to resolution of issue.
- Reviews and provides initial assessment of the severity and priority of requests (client specific, environmental, business needs).
- Provide 1st level technical support to users by evaluating, diagnosing, and resolving computer hardware and software problems associated with desktop computers, mobile workstations (MDT's), printers, and the network.
- Track Help Desk requests, service calls, and problem resolution in Help Desk ticket system, including details on workarounds and troubleshooting steps taken.
- Maintains ongoing communications and provides updates to clients concerning status of their Help Desk tickets.
- Reviews outstanding support tickets to identify trends or symptoms of larger issues.
- Perform account administration activities, including new user onboarding, transfers and terminations, to provide users appropriate access to the various computer systems and network file shares.

Education & Experience

- Minimum two (2) year Community College Diploma in the field of Computer Science or Computer Engineering, or a related technical field (e.g. Information Technology, Information Systems, Information Management, Network Administration, Network Systems, Network Engineering).
- An equivalent combination of at least three (3) years of job related education/training and experience may be considered.
- Minimum one (1) year extensive desktop or helpdesk support experience in a Windows client / server environment.

Certifications & Licenses

- Valid Class G Driver's Licence, or the equivalent, with ability to drive a vehicle in Ontario with full driving privileges is required.
- MCSE Desktop Infrastructure and Server Certification, or equivalent.

Skills & Competencies

- Working knowledge of basic desktop computer hardware and software products including Windows 10 and Microsoft Office suite, anti-virus and software distribution software (e.g. MS Endpoint Configuration Manager).

- Working knowledge of desktop client networking in a Windows Domain environment (e.g. Active Directory, Group Policy, DNS, DHCP, etc).
- Working knowledge of email technologies such as Microsoft Outlook.
- Ability to extract information, identify and troubleshoot problems over the phone.
- Exceptional written and oral communication skills and interpersonal skills.
- 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.

Recruitment Process

- Application review
- Interviews

*If you are looking for the full list of duties, please refer to the Job Description

APPLICATION INSTRUCTIONS

All applications must include their surname and job posting # in the subject line accompanied with an updated resume and supporting covering letter via email to: recruiting@hamiltonpolice.on.ca by **11:59 PM on March 12, 2024**.

The Hamilton Police Service is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes.

If contacted for an employment opportunity, please advise Human Resources if you require accommodation for testing, interview, or employment purposes.

We thank all applicants, however, only those candidates selected for testing and/or an interview will be contacted.

