



JOB POSTING #2023-025

Full Time Information Technology Support Coordinator Information Technology Unit, Command

Salary Range: \$77,408 - \$91,278
Start date: To be determined

The Barrie Police Services Board is seeking qualified internal and external applicants for the position of full time Information Technology Support Coordinator. The incumbent will design, build, and maintain network and server infrastructure within the Barrie Police Service. The Information Technology Support Coordinator will interact tactfully and professionally while resolving related issues for members of the Service.

Reports to: Supervisor, Information Technology Unit

Principle Duties and Responsibilities

- Maintaining Information Technology infrastructure to support the efficient and secure delivery of Barrie Police services by ensuring network and server infrastructure is functioning optimally
- Designing and administrating of technology support infrastructure including Microsoft Active Directory, DNS, DHCP and other associated support services
- Deploying and maintaining computer hardware, software, and peripherals
- Preparing technical specifications and obtaining quotes from vendors for network equipment, servers, storage systems, specialized tools, etc.
- Administration and maintenance of Microsoft PowerApps platform
- Researching and evaluating information technology products and equipment; recommending the acquisition of systems hardware and software
- Developing and testing overall system environments; ensuring the security posture meets Barrie Police Service requirements
- Accessing the requirements to identify system problems and suggest solutions, as required
- Maintaining system installation manuals and documentation
- Providing technical assistance and backup to other IT Unit members, as required
- Providing after hours technical support on a rotational schedule including evenings, weekends, and statutory holidays

*Note: All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act*, along with organizational safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

The Barrie Police Service offers a competitive salary and excellent benefits. As a member of a growing and dynamic organization committed to the public safety of the community, the ideal candidate must possess:

Essential Qualifications

- Be at least 18 years of age
- Be a Canadian Citizen or hold Permanent Resident Status
- Possess a valid “G” Drivers Licence
- Be physically and mentally able to perform the duties of the position

Education:

- Ontario Secondary School Diploma (OSSD) or General Education Development (GED) Certificate
- Three (3) year post-secondary diploma/degree in Computer Information Systems; or equivalent
- Formal Certification or demonstrated proficiency in:
 - Experience installing, configuring, and maintaining network equipment and server hardware
 - Familiarity with network protocols and design, firewall management, and operating system configuration
 - Good understanding of current technical trends and technologies including cloud computing, virtual computing, hyper converged infrastructure, and enterprise design and security practices

Desired Knowledge, Skills, and Abilities

- Demonstrated ability to design and implement strategic technology plans to ensure network and server capacity meets existing and future requirements
- Demonstrated analytical and problem-solving skills
- Effective written and oral communication skills
- Strong customer service skills required to anticipate, understand, and respond to the needs of internal and external clients, to meet or exceed their expectations in accordance with the Barrie Police Service Vision, Mission, and Values
- Demonstrated organizational and time management skills to work in a fast-paced environment, adjusting priorities to accommodate deadlines and peak period workloads that may extend beyond the normal workday as required
- Experience with Microsoft SCCM and Microsoft 365
- Ability to troubleshoot complex problems related to the operation of computer hardware or software
- Ability to read and interpret policies and procedures
- Advanced knowledge of Microsoft Office products including Word, Excel, PowerPoint, Access, PowerBI, PowerApps and Visio
- Demonstrated ability to work independently with minimal direction, and as an effective team member

- Proven ability to interact diplomatically, tactfully, and confidentially with all levels of the Service and members of the public, establishing and maintaining effective working relationships

Working Conditions

The incumbent will work an eight (8) hour shift, Monday to Friday and perform their duties in a standard concept office, subject to on-going interruptions from other staff members, telephones calls and emails and exposure to one or more mental pressures.

Work activities are conducted in a climate controlled environment using a desktop computer and will involve alternating positions of light physical activities; however, the majority of time is spent in a comfortable position with frequent opportunity to move about at will.

Work activities involve a frequent need to concentrate on a variety of sensory inputs for lengthy durations, requiring diligence and attention. If sensory activities are interrupted, time in backtracking is required to resume activities. The need for detailed or precise work is high.

Travel between Barrie Police Service locations will be required, and some work may be conducted in confined, dirty environments. (e.g. vehicle service garage)

Occasional exposure to outdoor weather conditions and exposure to high noise levels when working and/or supervising others in the server room.

Ability to lift to lift up to 50 pounds.

How to Apply

Posting Date: December 1, 2023

Closing Date: January 19, 2024

All interested **INTERNAL** candidates currently covered by the terms and conditions of the Barrie Police Service, Civilian Working Agreement, shall submit their cover letter and resume, outlining all education, training, and work experience to support the Essential Qualifications to Sandra Moore, Administrative Assistant #9019 Human Resources and Employment Unit prior to 1500 on the closing date.

EXTERNAL candidates, please submit a **COMPLETE** application package to the address below, including a Civilian Application Form, Civilian Authorization for Release of Information Waiver, Cover Letter, and Resume, outlining education, training, and experience to support the essential qualifications and knowledge, skills, and abilities of the position prior to 1500 on the closing date.

Late or incomplete submissions will not be accepted.

**Barrie Police Service, Human Resources and Employment Unit
Job Posting #2023-025 IT Support Coordinator
110 Fairview Road, Barrie, ON L4N 8X8**

Complete application packages may also be emailed to recruiting@barriepolice.ca with **all documents contained in one (1) Adobe PDF no larger than 30MB.**

Forms and Waivers may be found at www.barriepolice.ca under the Join Our Team tab →Civilian Employment →Application Process.

In accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, Barrie Police Service strives to ensure that all recruiting practices and processes are non-discriminatory and barrier-free. If contacted in regard to this competition, please advise the Human Resources Representative of accommodation measures you may require during our selection process. Personal Information is collected under the authority of the Police Services Act to determine eligibility for employment.

Personal information collected in response to this posting is collected under the Authority of the Police Services Act to determine eligibility of employment.

Barrie Police Service Values

Through our actions and dedication, we model the principles of Integrity, Respect, Trust, Compassion and Dedication.