Job Description

Position Title: Information Technology Systems Assistant (Co-op)

Department: Information Technology

Reports To: Infrastructure and Technology Manager

Purpose

The IT Systems Assistant works with Grey County's IT Infrastructure staff to help with day-to-day IT activities, including tier one support issues, security monitoring, setting up new peripherals, PC rollouts, and asset inventories. The Computer Systems Assistant may also be assigned software installations and device troubleshooting. Further, the role may support active projects including system configuration and documentation.

Responsibilities

- Assists with tier 1 support requests, including call handling and in-person support to identify issues and resolve or gather background for escalation to other help desk staff.
- Troubleshoots, identifies and attempts to resolve issues with PC hardware, software and peripherals.
- Assist with security incident, event and system log monitoring for analysis and detection of cyber threats
- Assist with the deployment of servers and network equipment
- Contributes to the IT department's knowledge base by documenting common issues (within tickets), resolutions for uncommon issues, and employee-facing how-to articles.
- Assists with the setup and deployment of new PCs.
- Assists with updating asset inventories of both 'in-production' equipment and pre-disposal equipment.
- Assists with setup and deployment of new mobile devices, as well as troubleshooting and user guidance.
- Responsible, as an employee, for good occupational health and safety practices.

Working Conditions

Generally works in an office environment with some travel involved to provide technical support services throughout the corporation. Position requires intense concentration on screens and text for research, development, trouble shooting and other support activities. Work is subject to interruption. Analyst must be available, often on short notice, to locate and repair problems and malfunctions and advise users.

Usual working hours are based on 35 hours per week, Monday to Friday 8:30am until 4:30pm. However, extra time may be required to meet the obligations of the position.

Contacts

Internal Working Relationships

The position works closely with users at all levels throughout the organization. Users must be given the proper technical support when it is needed. Guidance, advice and training are all important aspects of the position's internal working relationships.

External Working Relationships

External working relationships involve the County's network support contractors, other suppliers and agencies. Represents the County in the maintenance of the system's integrity, while ensuring that provincial (e.g. Ministry of Community and Social Services) requirements are met.

Knowledge and Skill

- Current enrollment or recent graduation from a Microcomputer/Networking program at a recognized College of Applied Arts and Technology.
- Understanding of WANs, LANs, Servers, and PCs.
- Understanding of the OSI model
- Cybersecurity standards and systems
- Security technologies, such as SIEM, Firewalls, IDS/IPS and Anti-malware software
- Strong interpersonal skills with emphasis on training and development of non-technical people and the ability to interpret and, often, translate highly technical issues into layperson's language that can be understood and used effectively.
- Strong client service attitude and orientation.
- Good troubleshooting and problems solving skills, ability to act independently on projects, using initiative and own judgement.
- Ability to work with a variety of groups, including internal and external clients and providers, to diagnose problems and develop appropriate solutions.
- Ability to exercise sound judgement, plan, be well organized, work well under pressure, be flexible and cooperative.
- Valid Class "G" driver's license

Impact of Error

Technical, training, communication and administrative errors would disrupt the County's network system, with attendant loss of corporate order and productivity.