

The Corporation of the District of Oak Bay

Job Description



Job Title:	INFORMATION TECHNOLOGY TECHNICIAN	JEPE Number:	#1114
Department:	Municipal Hall	Pay Grade:	13 – Schedule A
Area:	Finance/IT	Position Status:	Regular – Full Time
Location:	Municipal Hall	Position Type:	Union
Supervisor:	IT Project Manager	Last Updated:	September 2025

Job Purpose:

Under the direction of the IT Project Manager, the IT Technician is required to manage, install, and maintain a complex suite of integrated technologies which comprise the District's multi-site network computing environment. This includes client support, LANs, WANs, telecommunications, and both network and computer hardware and software.

The IT Technician assists in the planning, design, and implementation of new network technologies and upgrades to existing infrastructure. The IT Technician also supports the needs of internal staff members with troubleshooting, problem solving and training as required. Additionally, this position liaisons with managed service providers as required.

Duties and Responsibilities:

- Install, configure, and troubleshoot network systems including servers, switches, various software applications, e-mail, border services (firewall, VPN), web services, backup and recovery software, anti-virus systems, and cybersecurity protocols.
- Provides technical support for staff responsible for the maintenance of departmental or corporate websites and provides hands-on assistance with non-routine website enhancement or maintenance tasks.
- Provide technical support to staff, troubleshoot reported problems, and maintains a ticketing system on solutions implemented.
- Instruct users in system applications, software products, security protocols and network policy and procedures.
- Responsible for network administration in Microsoft Active Directory and Office 365 applications
- Manage TCP/IP network environments including DHCP services, DNS services and routing.
- Maintain printers, contacting service providers for repairs, and ordering supplies
- Participate in capacity planning, projections, and procurement for future hardware, software, and peripheral needs, including computer replacement programs.
- Investigate and resolve network malfunctions and performance issues related to hardware, software and telecommunication issues.
- Monitor continued operational status of all network server computer hardware and software.
- Maintain Microsoft SQL server databases for specialized network support applications.
- Produce and maintain documentation on operational procedures required for continued network services as well as emergency and disaster recovery scenarios.
- Liaison with Facilities to maintain cabling and physical plant diagrams and documentation.
- Oversee and monitor technical work performed by external resources as required.

- Responsible for workstation operating system configuration and software set up and troubleshooting support in all workstations operating systems utilized by the District.
- Install hardware, peripheral devices on workstations and maintain hardware and software inventories.
- Install, configuration and troubleshoot mobile devices such as tablets, smartphones and laptops utilized by the District.
- Research and make recommendations for new applications and the impact of their integration into the network.
- Design training course material such as Cybersecurity courses and conduct formal classroom training on corporate computer hardware and software applications.
- Maintain records of hardware or equipment problem reports and resolutions, and staff trouble call tracking.
- Maintain current technical documentation of IT equipment and licenses.
- Maintain meeting rooms and Council Chambers for efficiency, train employees on features, and provide support as needed on audio visual equipment and ensure systems are operating with limited technological issues.
- Maintain IT support competencies through continuous research, active participation in professional networks, and staying current with industry trends and emerging technologies.
- Perform other related duties as required or assigned by Manager or Director.

Required Knowledge, Abilities & Skills:

- Advanced knowledge and use of industry best practices in managing, configuring and supporting network security, intrusion prevention systems, setting up system penetration tests, firewalls, antivirus, and spam/spyware filters.
- Professional knowledge of network computing and telecommunications infrastructure.
- Sound knowledge of working with network storage, Microsoft Hyper-V, Datto Backup, and O365 environment.
- Monitor, maintain, and procure the District's telephone system, personal digital devices, cellular telephones and other wireless components.
- Strong knowledge of Microsoft 365 and the suite of applications.
- Strong organizational skills, including technical trouble shooting skills at a high level, including the ability to rapidly learn and support new concepts and technologies and to demonstrate problem solving ability at a high level.
- Specific knowledge of Microsoft Server and Microsoft Terminal Services.
- Specific knowledge of Microsoft Active Directory.
- Specific knowledge of Microsoft SQL Server, Azure, Intune and Office 365 applications.
- Specific knowledge of Microsoft Windows desktop operating software.
- Sound knowledge of building, maintaining and programing a variety of network switching hardware, cabling and fiber optics.
- Demonstrated proficiency in various software applications used by the District (Tempest, Vadim, M365)
- Knowledge of Cybersecurity protocols.
- Ability to develop and execute project plans with minimal supervision.
- Ability to listen effectively and elicit information in an orderly logical problem-solving session.
- Ability to prioritize work in order to meet department objectives and service levels.
- Ability to perform highly detailed work without error.
- Ability to work under pressure and meet deadlines as set by management.
- Working knowledge of Internet/Intranet technologies.
- Ability to monitor alarms and invoke appropriate routine responses according to pre-established instructions.
- Ability to analyze, evaluate and offer solutions to hardware, software and networking issues.
- Ability to accurately document system procedures and configurations.

<ul style="list-style-type: none"> • Ability to take initiative and exercise sound judgement to meet deadlines. • Ability to act independently where necessary to resolve critical network failures. • Ability to learn new industry best practices and concepts in a dynamic, every-changing technical environment. • Skilled in preparing and managing audiovisual setups for meetings in Council Chambers. • Demonstrates a strong ability to maintain confidentiality and uphold ethical standards, ensuring the protection of the District's sensitive information and intellectual property. • Ability to establish and maintain effective working relationships with internal and external clients. • Ability to provide excellent customer service to all employees and external partners, vendors, and stakeholders. • Possess a high degree of adaptability and willingness to be flexible in a changing work environment. • Strong, respectful communication skills, both verbal and written, with the ability to relay technical information in 'lay terms'. • This position will be required to work flexible hours to accommodate organizational needs. • Ability to stand or sit for long periods of time and carry computer equipment for deployment.
Qualifications:
<ul style="list-style-type: none"> • Completion of Grade 12 or equivalent. • Technical diploma in Computer Science or Information Technology from a University, College or Technical Institute. • Certification as a Microsoft Certified Professional (MCSA or MCSE). • A+ Certification Technician • 5 years' experience in the administration of Microsoft based network environments and hardware in a multi-departmental organization. • 2 years' experience working with O365 and Teams environment
Required Licenses, Certifications and Registrations
<ul style="list-style-type: none"> • Valid B.C. Class 5 Driver's License with a personal vehicle for work related use.