



NIAGARA REGIONAL POLICE SERVICE

Career Opportunity

Position Title: C06/2020 - Client Systems Administrator (Parental Leave)
Current Location(s): Police Headquarters, 5700 Valley Way, Niagara Falls ON
Association: Niagara Regional Police Association
Posting Date: March 12, 2020
Closing Date: April 6, 2020

POSITION SUMMARY

The Client Systems Administrator is accountable for installing, diagnosing, repairing, maintaining, and upgrading Service wide software and operating systems, second tier troubleshooting, and the overall experience for end users.

JOB SPECIFICATIONS

- 3-year College Diploma in Computer Information Technology or related discipline or an equivalent combination of education and experience.
- Attainment of Microsoft Certified Desktop Support Technician (MCDST) designation and/or Microsoft Certified Technology Specialist (MCTS) designation or equivalent training
- 3 years of relevant work experience (e.g. with standard PC software packages, customer service, troubleshooting, office automation, end user training, etc.)
- Working technical knowledge of current protocols, operating systems, and standards
- Working technical knowledge of Microsoft System Centre Configuration Manager (SCCM), Windows Automated Installation Kit (WAIK), and Microsoft Deployment Toolkit (MDT)
- Advanced technical knowledge of basic scripting techniques including, but not limited to, VBscript, PowerShell, and Autolt
- Advanced technical knowledge of TCP/IP, DNS, DHCP, WINS
- Advanced knowledge and demonstrated experience of Windows XP and Windows 7 client environments
- Effective interpersonal skills along with strong written and oral communication skills
- Self-motivated with the ability to prioritize and execute tasks in a high pressure environment
- Highly organized and able to plan, schedule, and manage work using effective time management skills
- Valid Class G Driver's License

NOTE: Once appointed to the position, the following requirement must be met:

- Successful completion of Service driving test

MAJOR RESPONSIBILITIES:

1. Research, develop, test, build and deploy enterprise software solutions as required, facilitating seamless enterprise wide roll out and adoption.
2. Accountable for maintaining all operating system and software maintenance, logs, and documentation as per best practice, using pro-active planning and recommendations for improvement.
3. Responsible for the maintenance and upgrade of software and operating system versions along with patch levels, security updates, monitoring, and general improvements to the performance and security of the environments.
4. Responsible for the creation of and maintenance of a corporate library of image and software packages held within the NRPS domain, ensuring accuracy and effectiveness at all times.
5. Create corporate computer images, driver upgrades, and various software packages for effective deployment.
6. Maintain up to date inventory of software/hardware levels including licensing compliance and quarterly reconciliation reporting.
7. Perform second tier diagnosis of hardware and software issues and support tier 1 requests in times of high demand or as required by management.
8. Research, review and submit change recommendations for group policy development, efficiencies in current software builds, scripts, automation, and processes as it pertains to your area.
9. Collaborate with IT peers to ensure the desktop computing environment operates efficiently.
10. Document technical issues; recommend and present solution ideas for evaluation.
11. Record, document and maintain subsequent updates of all technical service requests via an IT Service Management application. Determine the scope of reported service requests and escalate according to established standard operating procedures. Ensure all relevant data is collected and accurate including all steps taken to reach satisfactory conclusions to service requests.
12. Advise and present solutions to internal IT groups along with training and coaching of Tier 1 staff to upgrade their knowledge and ability to support any new initiatives.
13. Participate in the IT Change Management Advisory Group and assist the group with the assessment, prioritization and scheduling of technical changes impacting the enterprise network and users.
14. Liaise with third party and PC equipment vendors for service, support, and repair of equipment and software in a timely and well documented manner.
15. Provide leadership, guidance and training to Service Desk Analyst and Computer Hardware Technician positions.
16. Other related duties as assigned.

This is a Temporary full-time opportunity with the Service with an annual salary starting at \$75,266.06

Qualified applicants are invited to submit a cover letter and resume online by clicking on the Civilian Application Form link referencing the Position Number/Title above.