COMPUTER SERVICES – Infrastructure Technician

Division: 2 (Maintenance)
Reports to: IT Manager

Job Summary

With minimal direction, the Infrastructure Technician designs, installs and maintains computer networks, servers, data storage systems, backup systems, and other IT infrastructure.

Duties and Responsibilities

- Installs and maintains servers, data storage systems, storage area networks, backup systems, virtual server environments, cloud and other IT infrastructure.
- Installs and configures networking equipment such as switches, routers, firewalls, and WiFi radios.
- Administers application and database servers.
- Ensures IT security controls are applied to all IT systems.
- Liaises with internal and external resource people regarding more complex problems; provides feedback to vendors and users regarding the effectiveness of new technologies, desired enhancements and alterations.
- Participates in the maintenance of hardware and software inventory, site licenses and a technical library.
- Maintains work order system and statistics on the nature of support required for the development of training programs, cost management and service improvement.
- Works as a member of the technology support team, provides supervision and direction to casual help and/or an apprentice.
- Maintains current applicable knowledge of computer systems and software and participates in on and off site training.
- Maintains a clean and safe work area.
- Performs other related or emergent duties.

Tools and Equipment Used

- Electronic repair tools and Diagnostic software.
- Basic hand tools & electric drills.

Required Knowledge, Ability, Skills

- Technical school or college diploma in computer technology.
- Three years of experience in IT network administration, systems administration, or network security.
- Recognized industry certification such as Microsoft MCSA MCSD or MCSE, Cisco CCNA (Routing & Switching or Wireless), or VMWare VCP.
- Experience administering Windows servers and common business applications (email,

collaboration, file etc.)

- In-depth understanding of computer networking protocols & theory including experience designing and configuring networks.
- Extensive understanding of network and application security.
- Experience with commonly used shell scripting languages.
- Ability to work for extended periods under high levels of stress while meeting service expectations and production deadlines.
- Ability to concentrate, focus and use analytics skills to solve complex technology and software problems.
- Ability to communicate effectively, both orally and in writing using courtesy and tact in the explanation of and discussion of information with clients, suppliers and other staff.
- Ability to identify user needs and make recommendations which will resolve the needs either directly or through referral.
- Ability to demonstrate to and teach selected technology users.
- Ability to take initiative and act independently on a number of projects.
- Ability to plan and schedule work and organize workloads effectively.
- Ability to read and interpret plans and schematics applicable to the trade.
- Ability to follow written and oral instructions.
- Ability to assist in the preparation of written procedure and instruction manuals.
- Ability to work within a group setting/environment or independently as the situation necessitates.
- Ability to work in confined spaces and at heights.
- Knowledge of health and safety procedures, including Workplace Hazardous Materials Information System and Workers Compensation Board regulations.
- A valid B.C. Class 5 driver's licence.