



JOB DESCRIPTION

IT Technician I

Department	Communications & Digital Services	Reports To	IT Manager
Directly Supervises	N/A		
Indirectly Supervises	N/A		
Union	CUPE 2403		

POSITION SUMMARY:

Under the direction of the IT Manager, or designate, the IT Technician I provides end-user support and operational assistance for the City's information technology services. The position is responsible for service desk activities, user onboarding and offboarding, Microsoft 365 support, technology asset management, and the configuration and maintenance of end-user devices and systems. The role works collaboratively with other IT staff to ensure reliable technology services and participate in cross-training to support service continuity.

KEY DUTIES PERFORMED:

1. Provide technical support to City staff through phone, email, remote support tools, ticketing systems, and in-person assistance.
2. Respond to and resolve service desk requests and incidents, escalating issues when required.
3. Configure, deploy, maintain, and troubleshoot desktops, laptops, mobile devices, printers, peripherals, and related technology equipment.
4. Coordinate employee onboarding and offboarding activities, including account setup, access provisioning, equipment deployment, and account removal.
5. Support Microsoft 365 applications, email services, collaboration tools, and productivity software.
6. Maintain technology asset inventories, licensing records, equipment assignments, and lifecycle management documentation.
7. Create and maintain technical documentation, knowledge base articles, user guides, and support procedures.
8. Provide user training, guidance, and education to support effective use of technology systems and services.
9. Monitor system alerts, backups, and operational issues, responding or escalating as required.
10. Assist with telecommunications, VoIP systems, audio-visual technology, operational technology (OT) systems, and departmental technology projects as assigned.
11. Coordinate with vendors, service providers, and internal stakeholders to support service delivery and issue resolution.
12. Participate in after-hours support, emergency response activities, cross-training, and continuous improvement initiatives as required.

REQUIRED KNOWLEDGE, ABILITIES & SKILLS:

1. Two (2) years of experience in an information technology support environment, or an equivalent combination of education and experience.

2. Certificate, diploma, or post-secondary education in Information Technology, Computer Science, Information Systems, or a related discipline.
3. Knowledge of service desk operations, end-user support practices, Microsoft 365 applications, and common business technologies.
4. Basic knowledge of networking concepts, device management, user account administration, and cybersecurity practices.
5. Ability to troubleshoot and resolve technical issues while exercising sound judgment and initiative.
6. Ability to manage multiple priorities, maintain accurate records, and develop technical documentation.
7. Ability to communicate effectively and establish positive working relationships with staff, vendors, and stakeholders.
8. Ability to maintain confidentiality and adhere to organizational policies, procedures, and standards.
9. Ability to work collaboratively within a team environment and participate in cross-training and knowledge-sharing activities.
10. Possess and maintain a valid Class 5 Driver's License.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS:

1. Experience supporting Microsoft 365, cloud-based services, or collaboration platforms.
2. Experience with service desk, asset management, or endpoint management tools.
3. Experience supporting mobile devices, telecommunications, audio-visual systems, or operational technology environments.
4. Relevant industry certifications such as Microsoft, CompTIA, ITIL, or related technology certifications.
5. Demonstrated commitment to professional development and continuous learning.

HEALTH AND SAFETY RESPONSIBILITIES:

All employees of the City of Dawson Creek are responsible for helping to maintain a safe and healthy workplace. In this role, you are expected to:

- Take reasonable care to protect your own health and safety and the health and safety of others.
- Follow all Occupational Health & Safety (OHS) policies, procedures, regulations, and instructions.
- Perform your work according to established safe work practices.
- Use and wear required personal protective equipment (PPE) and safety devices.
- Avoid unsafe behaviour that could put yourself or others at risk and ensure you are fit for work and not impaired.
- Report to your supervisor any unsafe conditions, hazards, damaged or missing safety equipment, or violations of safety rules.
- Cooperate with workplace safety committees, safety representatives, and WorkSafeBC Officers as required.

NOTE: The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of duties normally performed under a job title or those duties temporarily performed outside the normal line of work.