



## JOB POSTING

<b>COMPETITION #:</b>	22-41
<b>COMPETITON TYPE:</b>	Internal
<b>POSITION:</b>	<b>Information Systems Specialist</b>
<b>POSITION TYPE:</b>	<b>Full-time</b>
<b>DEPARTMENT:</b>	<b>Information Technology, Corporate Services</b>
<b>HOURS OF WORK:</b>	<b>35</b> hour work week
<b>HOURLY RATE:</b>	\$40.2637 to \$43.9241 per hour, Pay Grade 15 – Schedule “A” Inside Employees

### POSITION SUMMARY:

The Information Systems Specialist is a hands-on role. The role works as part of the IT Support / Systems team to deliver high-quality support services to our clients and users. The Information Systems Specialist will report to the Information Systems Manager, and work in liaison with IT Staff, vendors, RCMP and other departments to ensure alignment of technology support and IT operations as well as coordinating mini projects and assignments to groups, vendors, or teams through technical support. The incumbent will be expected to maintain City Systems, implementing new technologies in partnership with IS Manager and follow IT standards and best practices. This role also provides support and mentorship to other team members to accomplish high quality IT services.

### ESSENTIAL QUALIFICATIONS

<b>EDUCATION:</b>	Four -year college degree in Information Technology or a two-year diploma with five years’ experience in coordinating IT teams and projects.
<b>EXPERIENCE:</b>	Five-plus years of direct or related experience in leading a high performing support services team, experience in designing, developing, and supporting enterprise automation, to provide end user services. Two-plus years of experience in change management, technical documentation, and end user services. A solid understanding of networked and distributed computing environment concepts.

Exchange email administration.  
Experience with Microsoft Servers.  
In-depth understanding of Active Directory and its components and MS Office Suite, and VOIP telephony, and virtualized server environments (VMware), and firewall / antivirus, and to have the ability to conceptualize and translate the corporate vision into actionable IT solutions.  
Ability to solve problems and automate processes.  
Troubleshoot applications and networking skills. (i.e. Trace Route and understanding of TCP/IP and the OSI Model)  
Ability to effectively communicate with users and write system documentation.  
Highly skilled and experienced in the development of high performing teams in a collaborative environment.  
Ability to lead a large virtual and distributed team providing end-user service and support.  
Strong customer focus and management of client expectations with the ability to establish and maintain a high level of user trust and confidence.  
Ability to troubleshoot security related issues using a variety of techniques and tools (i.e. firewall and antivirus) and follow proactively with supporting vendors, other staff and IS Manager as necessary.

**LICENSES/ CERTS. /  
DEGREES:**

Class 5 Drivers license (must be able to drive IT work vehicle).

**SPECIFIC SKILLS:**

Ability to follow oral and written instructions.

**SPECIAL  
REQUIREMENTS:**

Will be required to obtain Security Clearance to work in RCMP restricted operations

**CLOSING DATE:**

**2022-05-18, 4:00pm (MST)**

Interested internal applicants are requested to submit a covering letter and resume to:

**Human Resources  
City of Cranbrook  
40 – 10th Avenue South, Cranbrook, BC V1C 2M8  
E-mail: [hr@cranbrook.ca](mailto:hr@cranbrook.ca) (Submissions in Word or .pdf format only)**

We express our appreciation to all applicants for their interest in this position, however only candidates selected for an interview will be contacted.

This position is covered under the Collective Agreement between the City of Cranbrook and C.U.P.E. Local 2090 – Cranbrook Inside/Outside Workers.

