City of Brandon Job Description			
Job Title:	I.T.C. Infrastructure Technologist		
Division:	Corporate Services		
Department	Innovation, Technology & Communications		
Section:	Infrastructure	**Affiliation:**	CUPE
Reports To:	Manager of Technology Infrastructure & Service Desk	**Status:**	Permanent
Job Class:	Information Technologist	**Level Cap:**	3

DESCRIPTION

The ITC Infrastructure Technologist's role is to optimize the City's networks, servers, communications, and related components to achieve high availability and performance of the various business applications supported. This includes design, installation, configuration, administration, and monitoring of the City's computing and communication infrastructure in a timely and efficient manner.

RESPONSIBILITIES

- Manage all servers, workstations, printers, communication devices and services, and associated software and/or firmware.
- Maintain and improve network performance, scalability, and availability by monitoring existing services and researching new technologies.
- Maintain required documentation concerning existing infrastructure to enable systems recovery and availability, and for educating end users and new ITC staff.
- Support project development teams throughout project lifecycles.
- Troubleshoot and resolve hardware and software problems, including end user desktop PCs and enterprise data servers.
- Define and perform system backups and recovery procedures to ensure full data retrieval.
- Establish and implement policies, procedures, and technologies (including firewalls) to ensure system security.
- Conduct research on appropriate hardware and software in support of procurement and system development efforts.
- Assist in developing long range plans to support the City's goals and objectives.
- Work with vendors and outside agencies to provide timely and cost-effective products and services as required by the city.

NOTE: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

POSITION QUALIFICATIONS

SKILLS
- Demonstrated information gathering skills used to find and identify essential information.
- Demonstrated initiative to independently plan, organize, and prioritize workload taking into consideration conflicting deadlines and multiple unrelated projects.
- Demonstrated oral skills including speaking effectively before groups of customers or employees, and written communication skills including routine reports and correspondence.
- Strong planning and organizational skills with a focus on quality orientation and high work standards.
- Demonstrated skill solving practical problems and deal with a variety of concrete variables in situations where limited standardization exists.
- Proficient in design, implementation, and support of communication systems, hardware components, network and operating systems, and software applications.

KNOWLEDGE
- Knowledge of City/business protocol used to manage situations effectively in all areas of the organization and in the community and of exceptional customer service practices.
- Practical knowledge of technology and software and its applied use in the modern workplace and of TCP/IP networks, including switching and routing.
- Advanced knowledge of desktop and server operating systems and hardware.
- Working knowledge of computer security measures, including firewalls, spam filtering and common best practices.

ABILITIES
- Ability to exercise discretion and good judgement in providing information to internal or external customers in a courteous and tactful manner.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to resolve issues in a timely manner and create innovative resolutions.
- Ability to work independently, as part of a team, and as a team leader.
- Willingness to adapt to new technological changes and improvements.
- Willingness to participate in continuous upgrading, training, and self development programs.

MANDATORY QUALIFICATIONS & EXPERIENCE

- Grade 12, G.E.D, C.A.E.C, or Mature High School Diploma
- Post secondary diploma from a recognized technical training institute.
- Must possess a valid and subsisting Class 5 Province of Manitoba Driver's License.
- Must be proficient in standard IT protocols, terms, and operations. Proficient at completing standard tasks in the information technology field. Specific areas of required proficiency include:
  - Hardware Virtualization
  - Networking and Firewalls
  - Microsoft 365 and Windows Server administration

NOTE: The qualifications are not intended to limit the opportunities for interested candidates but provide the candidates with an understanding of the level of expertise required in this position.

WORK CONDITIONS

PHYSICAL CONDITIONS
The duties of this position are carried out in an office environment.
- Sits at a desk using keyboard and office equipment (daily)
- Uses fingers, hands, arms, shoulders to set up and manipulate computer components (daily)
- Walk, stand, kneel, crouch, or crawl in confined areas and climb to elevations to install wiring and computer components (occasionally)
- Operate a motor vehicle in all weather conditions (occasionally)
- Lift and/or move up to 50 lbs (occasionally)

PSYCHOLOGICAL/STRESS CONDITIONS
The workload and environment do not generally increase the employee's emotional or stress levels.
- Interruptions and requests from multiple areas (daily)
- Changing priorities and continuous demands (daily)
- Required to assess, learn, and apply new technologies and processes (frequently)
- Short periods of intense concentration while researching projects (occasionally)
- Upset customers or employees on phone or in person (occasionally)

WORK CONDITIONS
This position requires working independently and as part of a team providing support to a variety of people.

- Wide variety of tasks requiring ability to manage multiple unrelated projects and make independent decisions (daily)
- Self motivated and quality driven to perform independent projects (daily)
- Work in a shared and consultative manner with other employees (daily)
- Required to participate in the on-call rotation (monthly).

NOTE: The conditions described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Department Head: _____

Human Resources: _____

Date: _____