

COMPETITION #2021-U08

**RCMP COMPUTER SYSTEMS ANALYST /
LAN ADMINISTRATOR**

Regular, Full-Time Union Position

Salary: \$35.70 - \$38.79/hr
(currently under review)**1. FUNCTION**

Reporting to the RCMP Office Manager, this position is responsible for maintaining the technology which enables all aspects of modern police work, including the configuration, administration and maintenance of the Information Technology Infrastructure and the Local Area Network. The position involves complex technical work involving the installation, configuration and maintenance of hardware and software; providing technical support to staff; and investigating and resolving technical problems. The employee is expected to exercise a degree of independent judgement in performing duties. Maintaining RCMP Enhanced Reliability Clearance is an *essential* condition of this position.

2. TYPICAL DUTIES

- a) Set-up, install, configure, maintain and update a broad range of information technology infrastructure including, but not limited to:
 - Local Area Network (LAN)
 - Mail messaging systems and Voice Over Internet Protocol phone system (VOIP)
 - Active Directory
 - Remote Access (VPN)
 - Servers, server applications, and networks
 - Detachment database services platforms
 - ROSS and internet connections, including Virtual Private Networks (VPN)
 - CCTV and video/audio systems, Watch Guard, Interview Rooms, Cell Block equipment
 - Computers and peripheral hardware
 - Manage the detachment's CISCO telephone system, including assignment of new phone numbers and voicemail as required.
- b) Maintain inventories of IT equipment and licenses, and arrange for maintenance and repair or replacement of equipment, and evergreen process.
- c) Provide support to the administrative staff and RCMP members by identifying problems with system hardware and/or software components for satisfying general operational needs.
- d) Assist administrative staff and RCMP members in the use of Detachment computer systems and applications.
- e) Ensure administrative staff and RCMP members are properly equipped, trained and kept up to date with the LAN environment, including the proper use and care of new hardware and software.
- f) Monitor performance of the LAN, diagnose problems, and recommend network standards, architecture and technology improvements, and changes.
- g) Monitor and maintain IT security and security access, and educate users on IT security policies and procedures.
- h) Manage Smart Cards and building security access to the Sidney North Detachment.

- i) Maintain cell block interview video/audio systems and Watch Guard data systems and interview rooms video/audio systems and perform data downloads and conversions for investigative and disclosure purposes as required.
- j) Responsible for physical and logical system backup systems, including ensuring that backups are successful and can be restored from the systems, by establishing retention periods and maintaining a backup schedule.
- k) Liaise, as required, with techs from CREST and ECOMM, E Division IT Sections.
- l) Attend in-service training and meetings with cohorts to share information and remain current on industry/equipment developments and changes with RCMP IT systems.
- m) Establish and maintain a professional working relationship with the RCMP's Shared Services and Island District's IT Administration team.
- n) Maintain the technical aspects of the Network/Server Room.
- o) Provide occasional support to the Town of Sidney IT Department as required.
- p) Perform other related duties as required.

3. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- a) Working knowledge of various computerised Information/Data Systems.
- b) Working knowledge of the methods, principles, practices and capabilities of computer and network hardware, software, and operating systems.
- c) Ability to work both independently and in a team environment.
- d) Ability to establish and maintain positive and effective working relationships with a variety of internal and external contacts at all levels of the organization.
- e) Strong communication, problem solving, and organizational skills.
- f) Possess a high degree of adaptability and willingness to be flexible in a changing work environment.
- g) Ability to establish priorities, plan projects, and schedule resources and work assignments of self, consultants, and others.
- h) Ability to adapt to learn new ideas, principles, and concepts in a dynamic ever-changing technical environment.
- i) Efficient in keyboarding and/or word processing, with a working knowledge of various computer word processing systems and software, including but not limited to: Microsoft Office (Word, Excel & PowerPoint, Outlook, MS Teams), Adobe Acrobat, and various transcription software programs.
- j) Ability to stand or sit for long periods of time, and carry small loads of supplies and equipment.
- k) Ability to maintain confidentiality and ensure personal information is protected.
- l) Willingness to work extra hours with little or no notice if required in order to resolve critical issues.

4. TRAINING AND EXPERIENCE

- a) Successful completion of a 2-year diploma program in computer science or related discipline and at least 3 years of experience including network and server management, and providing user support in a server and client environment, or an equivalent combination of training and experience.
- b) Security Clearance at the "Secret" level.
- c) CCNP and MCSE certification and exposure to police-related systems such as PRIME, CPIC, and Webforms is an asset.
- d) Previous experience working in an RCMP setting preferred.

SUBMIT TO: Administration Department

CLOSING DATE: 4:00pm, Friday, April 16, 2021