



## **JOB DESCRIPTION**

**TITLE:** POLICE TECHNICAL SUPPORT SPECIALIST

**DEPARTMENT:** Police Services

**LEVEL:** 11 (Subject to JE)

**Position Last Evaluated: Dec 2014**

**Job Desc. Last Updated: Aug 2025**

---

### **JOB SUMMARY**

Under the general supervision of the Supervisor, Police Technical Support, the incumbent repairs, upgrades and maintains computer hardware; documents, tests and implements computer operating systems, programs, and applications; and assists user staff in the effective use of computer systems and facilities.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

1. Builds, installs, configures, troubleshoots, tests, repairs, monitors and supports workstations, servers and Local Area Network infrastructure. Installs and configures operating systems and applications, assists with research and coordinates the implementation of new or changed software applications and equipment.
2. Identifies, investigates and corrects equipment and software problems relating to RCMP networks, provides support and training to staff in the use of City and RCMP computer systems and applications.
3. Utilizes network administration tools to manage Active Directory and Azure AD, monitors the network, sets security access and software execution rights and related coordination; prepares and maintains network systems documentation and network wiring diagrams.
4. Assists with the execution of tape and file system backups, testing, logging, implementing, and documentation of restoration of data from said systems.

**TYPICAL DUTIES AND RESPONSIBILITIES cont.**

5. Assists with computer equipment and software by using effective diagnostics, plans and organizes preventative maintenance procedures and schedules; maintains machine environments.
6. Prepares and maintains computerized and manual records, technical documentation, files and reports; enters and retrieves data; produces reports and checks and corrects information as required. Provides helpdesk support to RCMP and City staff.
7. Installs, troubleshoots and maintains documentation on network wiring connections such as data terminations, jacks, patch panels and hubs.
8. Maintains database of computer inventories and coordinates disposal of RCMP owned hardware and software according to RCMP policy.
9. Provides other technical support, including supporting the telephone system, servers, switches, cabling and telephones and performs voicemail administration and monitoring, configuring, troubleshooting, testing and repairing for CCVE equipment and cabling used for surveillance, recorded interviews and body worn video.
10. Liaises with partners involved with Police Services infrastructure including Technical and Client Services, various RCMP Information Technology and Security units and Shared Services Canada.
11. Assists with special projects as assigned.
12. Performs other duties as required.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Extensive knowledge of Windows network server environments, including Active Directory.

Considerable knowledge of Novell Open Enterprise Server, Novell Directory Services, VMWare ESXi, Linux and related networking tools including Console One, Zenworks and iPrint.

Extensive knowledge of the methods, principles, practices and capabilities of computer and network hardware, software, computer operating systems and of the practices and procedures used in the operation of microcomputer equipment and software applications.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (Cont)**

Considerable knowledge of computer networking concepts and network administration; specifically, TCP/IP, Novell Netware, Groupwise, Windows, computer workstations, thin client, and software applications.

Considerable knowledge of the characteristics, capabilities and operation of computer and telecommunication devices and peripherals.

Considerable knowledge of RCMP functions, policies and procedures, regulations, and requirements as related to the work performed.

Knowledge of basic server-side scripting including VBS, WSH and batch scripts and the ability to write these scripts.

Ability to establish priorities, plan projects, and schedule resources and work assignments of self, consultants, and others.

Ability to remain current in the evolution of computer technology, applications, concepts and methodologies including RCMP policies, procedures and security requirements; ability to absorb new ideas and concepts and apply them effectively.

Working knowledge of telephone administration and CCTV operations & maintenance.

Advanced skills in Exchange/Outlook and Microsoft Office, including Word, Excel, Access and PowerPoint.

Ability to train users in the use of software applications.

Ability to communicate with tact and discretion when dealing with or settling requests, complaints or clarifying information to customers.

Good oral, written and interpersonal skills.

Work may involve constant handling of somewhat awkward and/or medium weight objects or tools/equipment and/or climbing structures. Core work activities may require sitting or standing for prolonged periods throughout the workday, with limited opportunity for relief.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED**

Completion of a Diploma in Computer Science or related discipline from a recognized University.

CompTIA A+ and CompTIA Network+ certification.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED cont.**

Minimum 3 years' related experience in planning, implementing and supporting core IT technical infrastructure (e.g. core networking, CCVE, backups, remote access, virtualization SAN, Physical and electronic security, email/messaging, telephone and directory services).

Or an equivalent combination of education and experience.

Attainment and maintenance of RCMP Reliability/Security Clearance is mandatory.

Possession of a valid BC Class 5 Driver's Licence.

**GENERAL STANDARDS**

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health and Safety (OHS) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes to maintaining a respectful, safe and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity and fairness.

Adheres to City policies and objectives.