



IDENTIFICATION

Department	Position Title	
Environment and Climate Change	Information Technology Technician	
Position Number	Community	Division/Region
23-17337	Fort Smith	Forest Management

PURPOSE OF THE POSITION

The Information Technology Technician (IT Technician) provides end-user support for desktops, laptops, tablets/mobile devices and supporting equipment such as printers, scanners, and other peripheral hardware used by the Forest Management Division (FMD). This involves troubleshooting hardware and/or software problems and providing basic training to staff on computer hardware/software use.

SCOPE

Located in Fort Smith and reporting to the Team Lead, Information Systems (Team Lead), the Information Technology Technician supports all FMD staff and operations and maintains computer/technical equipment for the FMD headquarters, Forest Resources (FR) section in Hay River and six (6) air tanker bases (ATB). The IT Technician also provides guidance on the procurement, installation, and maintenance of computer equipment at the five (5) regional offices of the Department of Environment and Climate Change (ECC).

The IT Technician assists in acquiring new hardware and software, and ensures proper documentation and submission of related financial reports as required. The position may travel to provide technical services on-site at regional locations and incident command posts.

The position interacts in person, by email and by telephone regularly with FMD staff, the Technology Service Center (TSC) and Information Systems Shared Services (ISSS) to assist in the timely resolution of IT problems and implement new or replacement IT services. The IT Technician works with all levels of personnel and support staff across the territorial fire management program.

Decisions made by the incumbent can impact the entire FMD operation and fire management program. Many decisions directly impact the integrity of the data and information and the

security, availability, and capacity of the FMD's Information Systems. Failure of these systems would seriously impact wildland fire operations.

RESPONSIBILITIES

1. Provides technical support to FMD and its regional operations.

- Responds to staff requests for hardware, software, network access and hardware peripheral support.
- Installs computer systems, hardware, and software applications at FMD HQ and regional/district offices.
- Liaises with the TSC and ISSS on IT systems issues.
- Provides user software support.
- Provides technical expertise on hardware and software upgrades and requirements to staff.
- Collaborates with FMD IT/IS staff to resolve moderate to complex technical issues.
- Works with and assist duty officers and fire management support staff in determining the best use of technology for wildland fire operations.
- Maintains logbooks of events, such as computer/hardware issues and keep records of maintenance work and repairs.
- Monitors and maintains surge protectors and UPS systems for servers, computers, peripherals, and other technical devices.
- Keeps current on emerging IT/IS issues affecting the Fire Management Program.

2. Plans and identifies priorities in repairing and maintaining IT assets supporting the fire management program.

- Installs, maintains, modifies, and provides technical expertise for workstation computers, laptops, tablets, smartphones, servers, printers, backup devices, printers and photocopiers, scanners, and other related media equipment.
- Analyzes and troubleshoots systems problems and makes necessary changes/upgrades.
- Executes appropriate action/activities as they apply to problems identified.
- Conducts physical repair of existing equipment, including ordering, and installing replacement parts.
- Works with specialized technical personnel when necessary.
- Maintains an up-to-date hardware and software inventory.

3. Utilizes an internal helpdesk used by fire operations and management to respond to and track issues.

- Responds to helpdesk requests and enters tickets into a ticketing system for tracking.
- Resolves issues or escalates support requests to the appropriate support group/person.
- Assists in the development of user manuals and system documentation.
- Contributes to creating a knowledgebase (KB) to provide documentation to technical personnel for resolving common issues.

4. Manages and supports the FMDs fleet of fire operations mobile devices.

- Works collaboratively with the TSC, Corporate IT Projects and Planning to manage and support all fire crew leaders, fire technicians and air attack officers (AAO) mobile devices.
- Manages a device inventory sheet and ensures critical device information is tracked and updated whenever changes are made.
- Coordinates with the FMD warehouse to ensure the timely delivery of mobile devices to/from regional and district locations.
- Completes an inventory assessment of all fire operations mobile devices both after the fire season (fall) and prior to the next season's start.
- Manages device lifecycles and ensures that hardware is replaced appropriately.

5. Participates in wildland fire season on-call support rosters.

- Working collaboratively with the Team Lead, IS, provides critical on-call IT systems support per the division's support rosters.
- Provides on-call support as per the direction of the Territorial Duty Officer.

6. Performs other related duties as assigned by the Team Lead, Information Systems.

WORKING CONDITIONS

Physical Demands

The job requires the incumbent to spend extended periods sitting at a computer. It will sometimes be necessary for the incumbent to crawl in small areas. Lifting, carrying, and moving computer equipment and parts weighing up to 25kg is also necessary. Physical hazards are a possibility due to the requirements of servicing electrical equipment. Travel requirements include driving up to three hours at a time, possibly during adverse driving conditions.

Environmental Conditions

No unusual demands.

Sensory Demands

The job requires concentrated levels of attention to troubleshoot and maintain computer hardware and software. A significant amount of time may be spent viewing computer screens.

Mental Demands

The incumbent is required to work overtime to meet deadlines or to perform tasks too disruptive to staff during regular working hours.

The severity of the fire season determines the incumbents' workload, which is a factor beyond the control of the incumbent. Also, the incumbent will be exposed to shifting priorities and tight

deadlines with urgent situations, which significantly increases the stress level in this position, especially during the wildland fire season.

Given the organization's nature and emergency management responsibilities, flexibility is required for sudden changes in responsibilities and assignments, such as callouts for emergencies or supporting wildland fire operations during increased fire activity.

KNOWLEDGE, SKILLS AND ABILITIES

- Research, analytical and troubleshooting skills to solve problems ranging from simple to complex.
- Current knowledge of desktop computer hardware, software, and operating systems, networks, and server hardware, software, and operating systems.
- Knowledge of a wide variety of software, including Microsoft Office Suite, design and diagramming, email clients and Internet browsers.
- Knowledge of office equipment (e.g., telephone, scanners, photocopiers etc.).
- Knowledge and maintenance of audio/visual, video-conferencing, and other media equipment.
- Knowledge of remote support software to provide troubleshooting for remote users and systems.
- Communication skills, both oral and written, to generate confidence in solutions offered and technical advice given to staff when they encounter problems with computer use.
- Organization and planning skills.
- Knowledge of pertinent GNWT Informatics policies, procedures and regulations, copyright law and software licensing agreements.
- Ability to work both as part of a team.
- Ability to work effectively with minimal direction and supervision.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of a two-year diploma in computer systems or information technology and two (2) or more years of relevant experience in implementing and supporting IT systems and services and in the planning and delivery of training/workshops/seminars to adults in the use of IT.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

- A valid NWT Class 5 Driver's license.

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - READING COMPREHENSION:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - WRITING SKILLS:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred