

	<i>Title:</i> IT Support Specialist	<i>Date:</i> Aug 2009 <i>Retitled &amp; Revised:</i> Jun 2025
	<i>Department:</i> Financial Services	
	<i>Classification:</i> Inside	<i>Pay Grade:</i> 22
	<i>Date Signed Off by the Union:</i>	

### **Nature and Scope of Work**

Reporting to the Manager of Information Services, the IT Support Specialist is responsible for providing technical assistance to staff using the City's network, computer workstations and phones. The incumbent troubleshoots problems, answers questions and provides assistance in the use of computer and phone hardware, network services, operating and application software. The IT Support Specialist also performs periodic and routine software installation and upgrades as well as the implementation of new equipment and systems. The IT Support Specialist assists the Manager with the planning of information technology upgrades and improvements.

### **Illustrative Examples of Work**

Installs and performs minor repairs to phones, computer hardware, software and peripheral equipment, following design or installation specifications.

Oversees the daily performance of computer systems and phones; sets up equipment for staff use, performing or ensuring proper installation of hardware, operating systems, and application software; reads technical manuals, consults with users, and conducts diagnostics to investigate and resolve problems and to provide technical assistance and support.

Consults with staff, users and management to establish requirements for new systems or modifications.

Develops training materials and procedures, and/or trains users in the proper use of hardware and software.

Refers major hardware or software problems or defective products to vendors or technicians for service.

Prepares evaluations of software or hardware and recommends improvements or upgrades.

Reads trade magazines and technical manuals, and attends conferences and seminars to maintain knowledge of hardware and software.

Modifies and customizes commercial programs for internal needs.

Answers users' inquiries regarding phones, computer software and hardware operation to resolve problems.

Monitors and observes system functioning to verify correct operations and detect errors.

Performs other phone, computer and network related tasks as directed by the Manager.

Performs related work as required.

### **Required Knowledge, Abilities and Skills**

Considerable knowledge of computer hardware and software, operating systems and network environments as related to the work performed.

Ability to investigate and resolve related problems.

Ability to communicate effectively both verbally and in writing.

Ability to multitask and work within timelines with frequent interruptions.

### **Desirable Training and Experience**

Completion of a technical diploma in Computing and Information Technology plus two years related experience or Grade 12 supplemented by relevant courses in computer systems and applications; or an equivalent combination of training and experience.

Training and experience with VoIP phone systems, cellular phones and other mobile communication devices is an asset.

### **Required Licences, Certificates and Registrations**

Valid Class 5 drivers' licence for the Province of British Columbia.