Chatham-Kent Police Service
Notice of Internal/External Posting
#005 - 2021

POSITION: Information Systems Technician - Network

DEPARTMENT: Administrative Support Branch

RANK/LEVEL: Civilian, Grade 8

SUPERVISOR: Inspector, Administrative Support Branch

WORK LOCATION: CKPS Headquarters

HOURS OF WORK: Normally, Monday – Friday 0800 – 1600, 35-hour workweek

QUALIFICATIONS:

- Adheres to the Service's core values. Excellent interpersonal skills

- Well-developed verbal and written communication skills.

- Well-developed organizational, supervisory, management, analytical, problem-solving and team building skills.

- In-depth computer knowledge to include all operating systems and office programs in use and general knowledge of programs utilized by the service.

- Troubleshooting, diagnostics and repairs of problems in computer equipment, software/hardware, applications and networking.

- Understanding of VPN architecture and modem configuration when it comes to MDTS and modems.

- Knowledge of wireless networking technologies.

- Be able to recognize possible attacks on the network from intrusion or software compromise.

- Four to six years practical experience in a Municipal/Police IT environment.

- Current knowledge and hands-on experience of network security components, including firewalls, IDS/IPS, analyzing event logs, data

encryption, incident response and other industry-standard techniques and practices.

- Knowledge of configuration and management of high-availability server configurations. (e.g. clustering and load balancing)

- Current knowledge and hands-on experience of Microsoft infrastructure, including; Windows server 2010/2016, MS Exchange, Active Directory, Systems Centre Configuration Manager (SCCM), Systems Centre Operations Manager. (SCOM)

- Current knowledge of E-911/NG-911/SENA police networks.

- Experience with Smartcard technologies.

- Knowledge of PKI infrastructure and other security technologies and encryption methods.

- Current knowledge and experience with isolated networks/VLANs, routing, switching and firewalls.

GENERAL RESPONSIBILITIES:

The Information Systems Technician is responsible for the effective and efficient operation of information systems for the Service.

The Information Systems Technician is directly responsible and accountable to the Inspector of Administrative Support.

Such responsibilities and accountabilities include:

- Ensure that the Information Systems operate in an efficient and effective manner for all members of Chatham-Kent Police Service.

- Understand all of the policies and procedures as it relates to the administration of Information Systems for the Chatham-Kent Police Service.

- Provide guidance, assistance and direction on Information Systems to members of the Chatham-Kent Police Service.

- Representing the Chatham-Kent Police Service at meeting with members of the Public, Municipal, Provincial and Federal agencies.

- Perform other duties as required.

SPECIFIC RESPONSIBILITIES

- Ensure that new staff members receive systems access for door swipe systems, internal voicemail, email, and Network access.

- Develop and restructure networks in all districts.

- Prepare and plan for equipment and related requirements for areas as the need arises, including liaising with specific service companies.

- Local Registration Authority (LRA) for the Public Key Infrastructure (PKI).

- Responsible for the installation, and problem solving for all software and hardware programs on all computer workstations for the Chatham-Kent Police Service.

- Provide information system support for Niche RMS, Intergraph CAD, Niche DMS, and creation of special projects.

- Maintain an up-to-date inventory of computers and related equipment used by the members of the Chatham-Kent Police Service, and maintain a storage location for computer hardware and software equipment.

- Maintain a life cycle plan for the replacement and purchase of new hardware and software computer equipment and related budgetary forecast.
- Provide information system support for all other non-specific computer hardware and software equipment used at the Chatham-Kent Police Service.

- Maintain a current knowledge on hardware and software computer equipment to ensure compliance with OPTIC.

- Maintain software and hardware components for multiple digital video recorders in Headquarters, including servers, wiring and cameras.

- Maintain and ensure backups for specific non-domain/important files are on DVD or portable hard drive for archiving.

- Provide MDT / Modem support for vehicles.

- Provide Smartcard access and certification updates for employees in outer districts and MDTs.

- Provide support for Datagate and CAD GPS programs.

- Provide and maintain support for camera and door access program.

- Working knowledge of SCCM and AD (Active Directory) for maintenance of groups, workstations and users.

- Have a general understanding of NG-911 architecture and the steps involved for PSAP upgrade.

- Have a general understanding of IP Based solutions for telephony system.

- Understand architecture behind IP based PBX systems.

- Update NCACR and maintain requirements necessary to prevent loss of core police service applications. (CPIC)

- Support Bell legacy PBX functionality.

- Support SIT console system as well as AQS and UCMS in a PSAP environment.

- Able to be a technical Project Lead on various projects.

- Able to maintain/secure phones in a BES environment.

- Knowledge of digital printing and LIVESCAN systems.

Start Date: To be determined (September 2021)

Closing Date: August 12, 2021 at 09:00 hours

Forward Resumes by email to: **mikedo@chatham-kent.ca**
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NOTE: ADMINISTRATION MAINTAINS THE RIGHT TO CANDIDATE SELECTION AND POSTING DURATION BASED UPON ORGANIZATIONAL OBJECTIVES, GOALS AND LONG TERM PLANNING INITIATIVES, CONTINGENT UPON THE NEEDS OF THE SERVICE AS REQUIRED.