



MUNICIPAL POLICY HANDBOOK

CODE NUMBER: 1052

CATEGORY: Management & Organizational Functions

ROLE DESCRIPTION **INFORMATION SERVICES TECHNICIAN**

Duties Include

- The Information Services Technician shall report to the County Clerk.
- Development and operation of the computerized information systems in all departments of the organization including maintaining and supporting local area network, internet & intranet, and telephone systems.
- Hardware and software support, installation and troubleshooting.
- Liaison with software and hardware providers.
- Provide training to staff, management and Council members.
- Assist the Senior Geographic Information System (GIS) Technician as directed by the County Clerk.
- Support County departments and Council functions.
- Day to day maintenance of the Athabasca County website, and support of initiatives towards enhanced e-government capabilities.
- The Information Services Technician shall, as delegated by the County Clerk, act as the network administrator for all municipal computer systems and shall be responsible to ensure that computer hardware & programs are functioning properly.

Qualifications

- A 4 year University degree, two year college diploma, and/or a documented combination of work experience and industry certification related to Information Technology.
- Proficient computer skills in Microsoft Office, Internet Use, e-mail use and database management and network administration.
- Knowledge of G.I.S. principles and practices would be an asset.
- Excellent communication skills, oral and written, and the ability to communicate technical concepts to both technical and non technical personnel.

Effective

Policy Date: 04/10/12

Reference: Res.# 04-583

Revision: 08-582
