CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(INFRASTRUCTURE & OPERATIONS SECTION – LOCATION – 1550 UPPER JAMES ST.)

SYSTEM SUPPORT TECHNICIAN – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Service Desk, provide technical and user support services and software/hardware training on Provincial/Federal/Corporate automated systems that support mandated programs in the Healthy and Safe Communities Department.

GENERAL DUTIES

Determine and resolve computer hardware, software and network problems as they relate to the provincial/federal/departmental applications used throughout Healthy and Safe Communities and corporate computer applications when necessary.

Review business practices, recommending changes and alternatives relating to departmental business applications.

Provide support for the Ontario Works Staff when using Third Party Apps by supporting EI WebAOBLink, MTO ISS, MECA Online, OSAP, NCBS on the Net, and Equifax software programs that augments service delivery for clients.

Act as Local Registration Agents (LRA) for the SAMS users; setting up, and assigning security rights, creating and maintaining Case Org structure within the database and managing PKI certificates including password recoveries.

Provide user support for Ontario Child Care Management System software used in the Children's Services Section of the Children's Services and Neighbourhood Development Division.

Provide support to select local Homeless Shelters and Food Banks using the HIFIS program. Liaise with the National Homelessness Initiative to trouble shoot issues. Responsible for Network Connectivity as well as communications between workgroups. Assist in Server administration, create user accounts, and set security access

Analyze, develop, and export information using Crystal Reports software for Ontario Works Management using the SAMS extracts, for managers in Housing using the HIFIS database, and for other divisions using databases from System Management Server and the Heat database.

Provide first level support for telephony applications within the Healthy and Safety Communities Department.

Provide first level support for scheduling systems for Healthy and Safe Communities. This includes the creation of user accounts, passwords and security.

Identify and isolate problems with communications hardware (Air card, Black Berry), network hardware/software and computer hardware/software.

Provide training and support to staff in the various computer applications used in the Healthy and Safe Communities Department, as well as external clients using the HIFIS program.

Troubleshoot and train staff on the proper use of Corporate Standard Applications including Windows 7 and 10 (maintaining passwords and creating personalized desktops).

Develop written instruction, training guides, reference materials for new local business practices.

Maintain a log of all support services performed using Heat and compile statistics using Crystal Reports.

Responsible for ordering Hardware and Software for the majority of the Healthy and Safe Communities Department.

Responsible for updating corporate inventory for computer hardware and maintaining software installation log.

Rebuild, install corporate software and maintain computer workstations as needed.

Provide first and second level support to the data centre for the production of client cheques, DBD's and vendor cheques. Monitor emails for successful/unsuccessful transmissions from PlanetPress Printing, and ministry communications.

Relocate computer hardware as required.

Consult with hardware/software vendors and outside contractors for services, upgrades, and research new technologies to meet our client needs.

Design and maintain the internal website (OWNet) daily through ongoing review of linkages, posting new information and updating time sensitive material.

Providing support and training for key users who need to perform updates to the OWNet.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Knowledge in desktop computer operating systems, hardware configuration and repair and Microsoft Office applications normally acquired through the completion of a community college diploma in computer technology or a combination of education and related work experience.

2. Previous experience with desktop computer operating systems, specifically Microsoft Windows 7 and 10.

3. Demonstrated experience with Microsoft Office applications and experience with PC hardware configuration and repair.

4. Demonstrated ability to determine and resolve computer hardware and software problems.

5. Demonstrated ability to evaluate capabilities and recommend alternatives on existing and new computer equipment

6. Works well in a high-pressure environment. Demonstrated ability to work on multiple tasks simultaneously.

7. Must be able to work independently and as part of a team.

8. Must have logical troubleshooting skills.

9. Must be able to communicate effectively, both orally and in written form.

10. Provision of a vehicle for use on the job.

11. Must have a valid Ontario Class "G" Driver's Licence.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.