

JOB DESCRIPTION

Job Summary:

This is a professional position providing primary support for CED staff with technology related questions or issues with all forms of technology, both applications and hardware systems. This position will be the sole internal provider of technical services and will oversee and handle all technology matters. This position is also responsible for handling general finance and administrative duties in support of Finance and Administration's overall responsibilities as they relate to technology.

The successful candidate will be comfortable working with all types of technology environments, including; PCs, servers, telephony, networks, printers, AV systems, etc. The candidate will be an individual who enjoys working with users to sort out their technology issues and loves to roll up their sleeves and solve issues hands on.

Key Responsibilities:

- End User Support 70%
 - Provide first level support for all technology issues and questions;
 - Provide second level support for all technology applications;
 - Coordinate all second / third level support for all technology systems and applications as provided through contracted services;
 - Setup and ensure proper operation of all technology systems within the office;
 - Coordinate all maintenance activities for all technology systems and applications;
 - Provide or coordinate training of end users for all technology systems.
- Finance & Administration Support 30%
 - Handles the ordering and processing of all technology related expenditures;
 - Ensures that all licensing, documentation, media, application / hardware updates and other technology changes are tracked and maintained;
 - Oversees office facility changes that may affect any technology tools in use. This may include office moves or facility renovations.

Summary of Technology Environment:

- CED supports 35 to 40 primary users with up to 30 additional temporary users working in a two office environment connected by fiber.
- Desktop systems are thin client (Sunray) or fat client using a soft thin client application to work with corporate applications running in a WTS environment and browser for working on the web.
- Backoffice systems are using Sun technology in a virtual environment supporting Solaris and Server 2008 systems.
- Printing technology is primarily 6 major multi function devices (Sharp) and several small private printers.
- CED supports a temporary user base using touchdown office space and will manage access for short term usage (days or weeks) and medium terms (weeks or months) for up to 30 users.
- CED utilizes a CISCO VOIP telephone system supporting approximately 80 users.
- CED currently supports 20+ cellular Blackberry systems managed through a BES server.
- CED uses a pooled approach for managing laptops for use by all staff.
- CED staff have full remote access capabilities from anywhere in the world using Sun's SGD environment.

- CED is currently implementing a telework program to allow some staff to work at home part-time.
- Some users work with Adobe graphics applications and QuickBooks enterprise systems.

Unique Working Conditions:

This position may require long and/or irregular hours. Significant skill is required to work effectively across internal functional areas in situations where clear parameters may not exist. This position must maintain confidentiality and privacy.

Complexity of Duties:

This is a highly complex role and challenging work related to a broad and diverse group of functions and involving accuracy of information, strict attention to detail and prioritization and management of a large number of projects/issues.

Reporting Relationships

Direction Received from:

- Director, Finance and Administration
- Members of business units and other groups being supported

Direction Given to:

- N/A

Qualifications:

Education:

- Post secondary education in a technology discipline;
- Advanced technology training on the use of applications and systems that are used by CED.

Experience:

- Seasoned IT professional with 8-10+ years of experience in a directly related area during which professional capability has been clearly demonstrated.
- Minimum of five years experience in the use of business oriented technology tools used at CED such as MS Office, QuickBooks, Sales Logix and other forms of CIM applications, etc.
- Experience in providing technology related support to end users.
- Experience in managing VM server environments running Server 2008, Solaris and supporting both thin and fat clients.
- Experience in managing Windows 7 clients and Sun Microsystem's Sunray environments.
- Experience in project managing all technology related projects – upgrades, new solutions, outages, etc.
- Must be a proficient user of Office 2007.
- Experience in managing Exchange 2007 environments.
- Experience in managing Blackberry BES as well as working with the current BB world capable phones.
- Experience in working with support vendors in both HW and SW areas.
- Experience working with VOIP systems (Cisco) and wireless and wired LAN environments.
- Experience managing an MS Sharepoint environment including hands on experience in working with and configuring the environment.
- Database experience an asset.

Key Competencies for this position:

- Demonstrated high level of technical knowledge in areas as identified under qualifications as well as excellent oral and written communication skills.
- Demonstrated ability to multitask.
- Knowledge of technology principles to allow diagnosis and resolution of user issues in working with technology tools and applications.
- Demonstrated ability to establish priorities for own workload based upon need for immediate action, work objectives and schedules requiring independent judgment.
- Experience working effectively in a fast paced environment and when under stress.
- Demonstrated end user computer proficiency.

On-the-Job Orientation:

1 month

Performance Expectations:

All Calgary Economic Development employees are expected to:

- contribute fully and effectively to the success of the organization
- be an ambassador for CED, promote CED whenever possible, and identify possible opportunities for the organization
- be action oriented and take a can-do approach
- manage their time effectively to ensure deadlines are met and activities are maintained, or brought to conclusion, as appropriate
- be equally effective working on their own or as part of a team
- conduct themselves in a professional manner
- exercise good judgment, maturity, and diplomacy
- be open to change