



THE THUNDER BAY POLICE SERVICE

POSITION DESCRIPTION

POSITION: Information Technology Technician
BRANCH: Corporate Services
UNIT: Information Technology
REPORTS TO: Information Technology Manager
PAY SCALE: Level 8N to 11M

CORE COMPETENCIES

The **Information Technology Technician** is responsible for the orderly operation of general duties within their assigned Unit, as well as the efficient transfer of information and communications received by the Thunder Bay Police Service. General core competencies required to be successful in this position are:

Competencies	Requirements
Accountability and Excellence	• Align behaviours to organizational values of partnerships, integrity, public service, excellence, equity, diversity and human rights. • attitude, community partnerships, victim sensitivity. • Address others whose behaviours are contrary to TBPS values. • Demonstrate required level of job-related skill. • Focus efforts on achieving standards of excellence through continuous improvement and ongoing development. • Comply with all relevant codes of conduct, policies, and procedures. • Exercise self control, adaptability, and flexibility in stressful or difficult situations. • Accept responsibility for own actions regardless of consequences. • Respect the dignity, human rights, equity, diversity, and inclusion of others.

Competencies	Requirements
Decision Making	• Apply established guidelines and procedures to make informed decisions. • Seek guidance as needed when the situation is unclear and involves the right people in the decision-making process. • Consider consequences of decisions including the impact on others and the TBPS. • Reach decisions that are consistent with established procedures and TBPS values. • Assess the effectiveness of decisions and responds accordingly.
Interaction and Influence	• Promote team goals, share the workload, and assist others. • Give credit and acknowledge contributions and efforts of peers. • Treat others fairly, ethically, and with value — communicating openly and building trust. • Effective written and verbal communication skills – clear, concise, and suited to others’ level of understanding. • Demonstrate cooperation, collaboration, and consensus-building when working with others within or outside the TBPS. • Ability to accept and act on constructive criticism. • Effectively communicate using strategies to achieve common goals, influence, and gain support of others.
Social & Cultural Competency	• Demonstrate a professional, empathetic, and objective demeanour. • Able to effectively interact, work and develop meaningful relationships with people of various ethnic, cultural, and social backgrounds. • Recognize and respect diversity through communication and actions in all contexts. • Show respect and openness towards someone whose ethnic, cultural, and social background is different from one’s own. • Able to recognize and manage one’s own behaviours, moods, and impulses to create an inclusive, equitable and welcoming environment within the TBPS. • Able to use one’s own experiences to relate to and work with all ethnic, cultural, and social groups.

Planning and Organizing	• Plan and organize work. • Identify the importance of tasks and prioritize time accordingly to ensure completion of all tasks within time frame. • Make effective use of available resources to meet work objectives. • Monitor the attainment of objectives and/or quality of the work completed.
Research and Analysis	• Select appropriate method(s) and sources of information for data gathering and analysis. • Collect valid, reliable, and pertinent information encompassing all aspects of an issue. • Analyze information and weigh varied factors in order to identify the cause of problems and propose solutions. • Recognize when additional data is required. • Present data to facilitate understanding of main issue(s).
Technology Management	• Maximize the use of technology to support operational and administrative work for the organization. • Demonstrate knowledge of technology appropriate to their role and is proficient in its use. • Troubleshoot and maintain technology used in the performance of their duties. • Ensure appropriate security protection, storage, and maintenance.

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

The **Information Technology Technician** is responsible and accountable to the **Information Technology Manager** for the efficient and timely performance of the assigned duties and responsibilities. Specific responsibilities shall include but not be limited to:

- Delivers on-sit and remote support through multiple channels (ticketing, walk-ups, phone) for software and hardware issues; drive first-contact resolution and SLA adherence.
- Provides user account creation/modification, granting permissions to the network and various applications. Issues two factor smartcards to users.
- Performs or assists with the installation, setup, implementation, testing, support, maintenance and troubleshooting of:
 - Desktop workstations & laptops
 - Mobile Data Terminals

- Servers
- Printers
- Peripherals
- Network hardware including routers, hubs, modems and dial-ups, internet connectivity, cabling etc.
- VOIP phone hardware and software as well as voicemail accounts.
- Front Desk Contact Centre support
- Performs or assists with the installation, implementation, testing, support, maintenance and troubleshooting of network security devices such as VPN devices, firewalls and authorization servers.
- Performs or assists with the installation, setup, implementation, testing, support, maintenance and troubleshooting of core policing and enterprise applications including the Records Management System, Computer Aided Dispatch, external system interfaces, common application packages, desktop and server operating systems.
- Performs enrollment, configuration and support to mobile devices via Apple Business Manager/Samsung Knox (or equivalents); manage soft-phones and Teams/Cisco telephony.
- Assists other I.T. unit members with their tasks as required Train personnel in the use of hardware and the use of software applications when required.
- Assists in developing in-house policy & procedures that relate to networks and computer applications, including assisting with audits and compliance artifacts.
- Maintains accurate asset inventory and lifecycle records (e.g., Snipe-IT or equivalent); support license assignment and optimization.
- Assists with the development of software applications using MS Office Suite, MS Access and VB.
- All other duties as assigned within the core competencies.

QUALIFICATIONS

- Degree or diploma in IT, Computer Science, or other related field of study.
- Minimum five (5) years' experience spanning Microsoft 365 administration, Windows endpoint management, hardware, and networking basics—ideally within 24×7/mission-critical or public-safety environments.
- Desirable certifications: CompTIA A+/Network+/Security+, Microsoft 365 Associate/Administrator, Cisco CCNA or Fortinet NSE 3/4, ITIL Foundation.
- Security certification such as CCSP, CISM, CISSP, (ISC)² are considered an asset.
- Demonstrated experience with configuration and deployment of VPN and firewalls, intrusion detection, network analysis and KVM hypervisor. Cisco and Fortinet experience preferred.
- Demonstrated ability to communicate in a clear and concise manner, including the ability to address issues in a professional and courteous manner.
- Demonstrated ability to present ideas in a business friendly and user-friendly language.
- Proven problem solving, troubleshooting, analytical judgment and evaluative abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Superior ability to establish and maintain effective working relationships with other departments, coworkers, and peers.

WORKING CONDITIONS

- Required to work a 7-hour shift schedule consisting of 5 on, 2 off, working a shift between the hours of 0700 to 1700. Occasional after-hours, on-call, or extended shifts during incidents, upgrades or cutovers may be required.
- Work is performed in a standard Information Technology environment with minimal adverse working conditions.
- Located in a comfortable indoor area. Conditions could produce mild discomfort such as moderate noise.

TESTS & ASSESSMENTS

Candidates may be subject to any of the following tests and assessments for this position.

- Application review
- Performance Appraisal review
- Disciplinary record review
- Panel Interview

APPROVAL:

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