



MOBILITY COMMUNICATIONS SERVICES SUPPORT TECHNICIAN

COMPETITION: #2396-50175807

SECTION: Mobility Communications Services Unit, Information & Communication Technology
STATUS: Regular full-time
HOURS OF WORK: Four days on / Four days off on rotation
7:00 a.m. to 6:00 p.m. (11-hour shift)
Training: Monday to Thursday, 7:00 a.m. to 4:00 p.m. for 16 weeks
SALARY: Pay Grade 21 - \$34.23 to \$40.29 per hour
COMPETITION END DATE: Friday, December 29, 2023

This is technical and analytical administrative support work involving the assistance in coordinating the delivery of mobility communication services for the Vancouver Police Department. The incumbent provides advice and assistance to staff regarding functions and applications of all mobility communication devices, responds to requests for mobility communication devices and accessories, and provides information regarding mobility roaming plan coverage.

ESSENTIAL DUTIES

- Acts as a resource person and provides information, assistance, and training to mobility users
- Considerable independent judgement and action is exercised in matters where decisions are within the framework of established procedures, but policy or unusual problems are referred to a superior who reviews work performance in terms of overall effectiveness
- Assists in the delivery of mobility communication services for the department, provides advice and assistance to staff regarding functions and applications of all mobility communication devices, and provides troubleshooting services and tests wireless devices as needed
- As directed, arranges with technical service agencies or mobile carrier to resolve any technical issues or problems
- Responds to requests for broken or lost mobility communication devices, mobile accessories, or mobility roaming plan coverage
- Acts as a resource person and provides information, assistance, and training to mobility users, and provides training material or training sessions as required
- Reviews procedures and training manuals and related mobility communications user documentation, assists with the use of new or changed procedures, and new mobility communication devices, or software updates
- Assists in determining technical requirements for wireless devices, researches equipment and other related wireless items, and maintains files, records and spreadsheets
- Reviews monthly wireless invoices and telecom spreadsheets for accuracy, follows up on discrepancies, and organizes monthly billing for superior
- Prepares and updates a variety of files, spreadsheets, lists, and records related to the work, maintains mobility communication equipment inventories and accessories, and allocates mobility devices
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge of the policies, procedures, and regulations related to the work performed
- Sound knowledge of mobility communication system features and procedures as they relate to the work performed
- Ability to provide training to others on the use of mobility devices
- Ability to prepare and maintain a variety of files, records, forms, and spreadsheets
- Ability to investigate and troubleshoot to resolve operational equipment problems
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts
- Ability to work with minimal supervision



EXPERIENCE

Required:

- Working knowledge of PCs, different types of smartphones and smartphone operating systems

Preferred:

- Proven experience in supporting mobile devices and utilizing mobile device management tools.
- Proven experience in problem-solving and diagnostic skills
- Demonstrated customer service experience
- Qualifications in information technology and/or industry experience gained by practical application

EDUCATION

- Completion of Grade 12 including or supplemented by courses related to the work and considerable related experience, or an equivalent combination of training and experience

OTHER REQUIREMENTS

- Valid BC Driver's licence
- Ability to attend or work out of various VPD policing facilities within the City of Vancouver, dependent on the weekday, primarily 3585 Graveley Street and 2120 Cambie Street
- All employees must maintain their enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years or as required

SELECTION PROCESS

Candidates will be required to take a written test. Candidates must obtain a minimum 70% passing mark to move forward to the interview. Marks will be based on 60% for the test and 40% for the interview.

NOTE: This position falls under the jurisdiction of Teamsters Local 31.

Applicants should submit a resume via email by 4:30 p.m. of the closing date. **Resumes should indicate clearly the competition number on the subject line in the email**, and be made to the attention of Human Resources Section, via email vpd.civilian.jobs@vpd.ca.