



NETWORK TECHNICIAN

COMPETITION: #2569-50010539

SECTION: Infrastructure & Client Support Unit, Information & Communication Technology Section
WORKSITE: 3585 Graveley Street, Vancouver
STATUS: Regular full-time
HOURS OF WORK: Four-day compressed work week
SALARY: Pay Grade 27 - \$47.62 to \$56.27 per hour
COMPETITION END DATE: Friday, May 2, 2025

Responsible for the installation, troubleshooting, and maintenance of a variety of technology systems for the Vancouver Police Department.

ESSENTIAL DUTIES

- Performs diagnostics for issues related to networking, and provides tier-2 assistance to the Client Support Team for any network related issues
- Configures network equipment for new deployments or replacement per the direction of senior staff
- Maintains and troubleshoots network equipment along with other technology systems
- Administers, deploys, troubleshoots, and monitors technology infrastructure, including the implementation of third-party monitoring and reporting tools
- Administers user accounts and access rights for different technology resources
- Assists with the administration and maintenance of the existing telephony systems
- Takes action on routine problems and refers unresolved matters to technical specialists
- Provides advice, guidance, assistance, and training to users and staff members on matters of a technical nature
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Considerable knowledge of different networking technologies and various types of network equipment
- Working experience with infrastructure monitoring and reporting software
- Ability to establish and maintain effective working relationships in a team environment
- Excellent verbal and written communication skills
- Ability to investigate, document, assess, and resolve software and hardware problems related to the work performed
- Excellent troubleshooting skills, and ability to learn new tasks
- Strong customer service delivery attitude
- Proven ability to organize work, exercise judgement, take initiative and perform duties in an independent and confidential manner

Preferred:

- Working experience with SIEM software for collecting, analyzing, and reporting of real-time data

EXPERIENCE

- A minimum of three years of related experience in technical support environments



EDUCATION

Required:

- Completion of diploma in computer sciences or other related disciplines
- Additional courses in computer networking or an equivalent combination of training and experience

Preferred:

- An active Cisco Certified Network Associate (CCNA) certificate is highly desirable

OTHER REQUIREMENT(S)

- Valid Class 5 driver's license
- All employees must maintain their Enhanced Reliability Clearance while employed with the Vancouver Police Department, which will be renewed every five years
- Must be a Canadian citizen or Permanent Resident

SELECTION PROCESS

Candidates will be required to achieve 70% on a written test in order to move forward to the interview stage.

- The test will account for 60% of overall score
- The interview will account for 40% of overall score

We thank all applicants, however, only those shortlisted will be contacted.

This position falls under the jurisdiction of Teamsters Local 31.

Applicants should submit a resume via email to vpd.civilian.jobs@vpd.ca by 4:30 p.m. on the closing date. **Indicate the competition # in the subject line of the email.**