



MOBILITY COMMUNICATIONS SERVICES SUPPORT TECHNICIAN

COMPETITION: #2632-50175807

SECTION: Mobility Communications Services Unit, Strategy & Innovation Services
STATUS: Regular full-time
HOURS OF WORK: Four-day on and off rotation, 7 a.m. to 6 p.m. (11-hour shift)
(During training, the work schedule will be Monday to Thursday, 7 a.m. to 4 p.m. Upon completion of the extended training period, at the discretion of the Mobility Communications Services Technical Coordinator, you will transfer to the four days on and four days off rotating shift.)
SALARY: Pay Grade 21 - \$37.20 to \$43.78 per hour
COMPETITION END DATE: Thursday, March 5, 2026

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 supervisor 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 provide 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; provides training material or training sessions as required
- Reviews procedures, training manuals, and related mobility communications user documentation, and 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 supervisor
- 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

Required:

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



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- 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
 - Ability to multi-task, prioritize, and work independently

Preferred:

- Excellent computer literacy skills and proficiency with Microsoft Office Suite
- Good understanding of Microsoft 365 and Active Directory
- One to two years of experience in the IT industry or similar setting
- 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
- B.C. driver's licence

EDUCATION

Required:

- 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

Preferred:

- Post-secondary education in a related field

OTHER REQUIREMENTS

- Must be Permanent Resident or Canadian citizen
- Ability to attend or work out of various VPD work locations -- this position will require working out of various 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

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

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. **The competition number must be indicated in the subject line of the email.**