

City of Beresford
Position Description
Information Systems Technician

<u>Department</u> Telephone/CATV	<u>Supervisor</u> General Manager	<u>Classification</u> Full-time
-------------------------------------	--------------------------------------	------------------------------------

Purpose of the Position: Primary responsibility is the operation & maintenance of the Internet facilities and associated equipment.

Job Location: This position will be located at the Telephone Central Office.

Supervisory Controls: Incumbent works under the direction of the BMTC General Manager.

ESSENTIAL FUNCTIONS OF THE JOB:

- Installation, configuration, administration, maintenance and support of BMTC's internet service. .
- Purchase, install, configure & monitor all aspects of the Digital Subscriber Line Access Multiplexer (DSLAM)
- Maintain BMTC's local area network hardware such as workstations, laptops, printers, phones, and network devices.
-
- Analyze and resolve internet hardware, software, and performance problems in a timely and accurate manner.
- Assess broadband capacity needs.
- Conduct research on broadband products, services protocols, and standards to remain abreast of developments in the networking industry.
- Assist businesses to ensure reliable operations of their Local Area Network.
- Contract with specialists or technical personnel to solve problems.
- Create/maintain documentation for network configuration, mapping, and service records.
- Support company LAN, WAN and associated equipment.
- Evaluate and make recommendations on purchase and installation of hardware & software related to broadband services.
- Develop, implement and maintain policies, procedures and associated training plans for the broadband network including disaster recovery.
- Ensure all PC/LAN/communications systems are current and compatible.
- Ensure backups for all broadband servers.
- Manage & monitor effectiveness of security solutions including firewalls, anti-virus solutions, and intrusion detection systems.
- Maintain email, spam, and DHCP & DNS servers.
- Perform installation, configuration, maintenance, and troubleshooting of customer internet service & equipment.

- Maintain familiarity with cable TV and telephone service in order to assist other departments when needed.
- Install all types of jacks.
- Assist new construction customer with all aspects of network design & installation.
- Locating of telecommunications underground cable.
- Perform other duties as assigned.
- Residency preferred within a distance from the Central Office adequate to meet a 15 minute response time.
- Required to be in an “On Call” rotation on weekends and holidays

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Ubuntu operating system software
- Knowledge of LAN/WAN IP networks.
- Thorough knowledge of the fundamentals of basic electronics and a good understanding of digital theory.
- Proficient in use of Microsoft Office products.
- Must have good driving record, ability to climb ladders, lift weight up to 50 lbs., and tolerate tight spaces.
- Will be required to drive trucks, operate trencher, backhoe, skid loader, boring machine, and other various types of equipment.
- Ability to read, interpret and apply technical instructions.
- Prioritize requests, organize schedule, and coordinate a variety of activities and projects.
- Maintain effective working relationships with co-workers & business associates.
- Ability to analyze, test and repair circuits and other equipment, using test equipment.
- Ability to provide good customer service and technical assistance to the public.
- Ability to work independently and as a team member.
- Attend outside training opportunities as necessary

MINIMUM QUALIFICATIONS:

- Information Systems Technology degree or three years work experience in specified field.