Position: Information Systems Technician (Data Analysis)

Department: Administrative Support Branch

Pay Grade: Grade 8 ($78,625.73 - $88,875.98)

Reports to: Inspector, Administrative Support Branch

Work Location: Headquarters

Hours of Work: 35 hours per week

Qualifications:

- Adheres to the Service's core values.
- Excellent interpersonal skills.
- Well-developed verbal and written communication skills.
- Well-developed organizational, supervisory, management, analytical, problem-solving and team building skills.
- Four to six years practical experience in a Municipal/Police/Public/Private Sector IT environment.
- In-depth computer knowledge to include all operating systems and office programs in use and general knowledge of programs utilized by the service.
- Experience administering and maintaining Microsoft Sharepoint environment.
- Demonstrated experience in Data analytics, SQL, PHP and web design.
- Troubleshooting, diagnostics and repairs of problems in computer equipment, software/hardware, applications and networking.
- Be able to recognize possible attacks on the IT infrastructure from intrusion or software compromise.
- Current knowledge and hands-on experience of network security components, including firewalls, IDS/IPS, analyzing event logs, data encryption, incident response and other industry-standard techniques and practices.
- Current knowledge and hands-on experience of Microsoft infrastructure, including; Windows server 2012/2016/2019, MS Exchange, Active Directory, Group Policy, Systems Centre Configuration Manager (SCCM), Systems Centre Operations Manager. (SCOM), Azure, Office 365, WSUS and DPM.
- Experience with Smartcard technologies.
- Knowledge of PKI infrastructure and other security technologies and encryption methods.
- Working knowledge of virtualization technologies including VMWare/vSphere and storage area networks required.
- Working knowledge of Storage Area Networks.
- System administration and IT certifications in Linux, Microsoft, or other systems/security/network related fields are an asset.

General Responsibility:

The Information Systems Technician – Data Analysis, is responsible assisting the Data Analytics team and other members of the service, in extracting the required information from all police systems in order to provide data in meaningful mediums to assist members in carrying out law enforcement and service duties.

Secondary duties will include helping to ensure the effective and efficient operation of information systems for the Service.

The Information Systems Technician is directly responsible and accountable to the Information Systems Technician Coordinator and Inspector in Charge of the Administrative Support Branch.

Such responsibilities and accountabilities include:

- Ensure that the Information Systems operate in an efficient and effective manner for all members of Chatham-Kent Police Service.
- Understand all of the policies and procedures as it relates to the administration of Information Systems for the Chatham-Kent Police Service.
- Provide guidance, assistance and direction on Information Systems to members of the Chatham-Kent Police Service.
- Representing the Chatham-Kent Police Service at meeting with members of the Public, Municipal, Provincial and Federal agencies.

Specific Responsibility:

- Ensure that new staff members receive systems access for door swipe systems, internal voicemail, email, and Network access.
- Prepare and plan for equipment and related requirements for areas as the need arises, including liaising with specific service companies.
- Local Registration Authority (LRA) for the Public Key Infrastructure (PKI).
- Administer and maintain the SharePoint environment, including site collections, libraries, lists and workflows.
- Configure and manage SharePoint services, settings, security, permissions and access controls.
- Collect, analyze and interpret large datasets to provide actionable insights
- Develop and maintain SQL queries and scripts to extract and manipulate data.
- Design, implement, and maintain web-based applications using PHP
- Create user-friendly and visually appealing web interfaces
- Create and maintain dashboards and reports to track key performance indicators (KPIs)
- Create and maintain CKPS website adhering to accessibility standards.
- Stay updated with the latest trends and technologies in Data analytics, SQL, PHP and web design.

- Responsible for the installation, and problem solving for all software and hardware programs on all computer workstations for the Chatham-Kent Police Service.
- Provide information system support for Niche RMS, Intergraph CAD and creation of Access Control Lists (ACL) for sensitive investigations.
- Maintain an up-to-date inventory of computers and related equipment used by the members of the Chatham-Kent Police Service, and maintain a storage location for computer hardware and software equipment.
- Maintain a life cycle plan for the replacement and purchase of new hardware and software computer equipment and related budgetary forecast.
- Provide information system support for all other non-specific computer hardware and software equipment used at the Chatham-Kent Police Service.
- Maintain a current knowledge on hardware and software computer equipment to ensure compliance with OPTIC.
- Maintain software and hardware components for multiple digital video recorders in Headquarters, including servers, wiring and cameras.
- Maintain and ensure integrity of backups.
- Ensure data is stored securely and backed up regularly.
- Provide MDT / Modem support for vehicles.
- Provide Smartcard access and certification updates for employees in outer districts and MDTs.
- Provide support for Online Reporting and CAD GPS programs.
- Provide and maintain support for camera and door access program.
- Update NCACR and maintain requirements necessary to prevent loss of core police service applications. (CPIC)
- Provide support for NG9-1-1 Call Handling system
- Able to maintain/secure phones in an MDM environment.
- Knowledge of digital printing and LIVESCAN systems.
- Able to be a technical Project Lead on various projects.
- Participate and conduct security assessments through vulnerability testing and risk analysis.
- Participate in incident response and disaster recovery plans.
- Participate in various projects including: NG-911 architecture, PSAP upgrades (PBX replacement).
- Maintain a working relationship with the Municipal ITT team.

Start Date: To be determined.

Closing Date: Thursday October 24, 2024 at 09:00 hours.

**Resumes can be submitted directly
by e-mail to:**

Inspector Jason Chickowski
Administrative Support Branch
jasonc@chatham-kent.ca

NOTE: *The Chatham-Kent Police Service is an equal opportunity employer, committed to fair and accessible employment practices that attract and retain talented employees in a workplace that is inclusive, supportive, and reflective of the diverse community we serve. We maintain the right to candidate selection and posting duration based on organizational objectives, goals, and long-term planning initiatives, contingent upon the needs of the service as require.*