Position:	Information Service Technician
Rank/Level:	Civilian, Grade 4 ($83,406.18 - $94,279.64)
Department:	Administrative Support Branch
Reports to:	Information Systems Coordinator
Work Location:	Headquarters, Chatham
Hours of Work:	35-hour work week (On call availability is required)

Purpose:

The Information Systems Technician is responsible for the effective and efficient operation of information systems for the Service and is directly responsible and accountable to the Inspector of Administrative Support.

Core Responsibilities:

Technology Planning & Inventory:
- Prepare and plan for equipment and related requirements for areas as the need arises, including liaising with specific service companies.
- 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.

Network:
- Develop and restructure networks in all districts.
- Troubleshoot connectivity issues.
- Liaise with Municipal network administrator to help resolve issues that arise.
- Local Registration Authority (LRA) for the Public Key Infrastructure (PKI).

Technology Support:
- Ensure that the Information Systems operate in an efficient and effective manner for all the members of Chatham-Kent Police Service.
- Understand all the policies and procedures related 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.
- Ensure trouble tickets are dealt with in a timely manner
- 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 Computer Aided Dispatch (CAD), Niche Records Management System (RMS), and creation of special projects.
- Ensure that new staff members receive passwords, and systems access for, Intermedia, Microsoft Outlook, Telephone access, and Network access.
- 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 Ontario Police Technology Information Cooperative (OPTIC).
- Maintain software and hardware components of three (3) digital recorders in Headquarters, including servers, wiring and cameras.
- Understand Digital Evidence Management System (DEMS and how permissions and groups are applied.
- Help maintain Body Worn Camera (BWC) and Closed-Circuit Television (CCTV)
- Maintain and ensure backups are burned to DVD for archiving.
- Create video clips for evidence purposes when requested by officer and / or Crown; attend court as required.

Other:
- Representing the Chatham-Kent Police Service at meeting with members of the Public, Municipal, Provincial and Federal agencies.
- Perform other duties as required.

Essential Qualifications:
- Minimum 2-year Computer Systems Technician (diploma/degree)
- Minimum one (1) year practical experience in related information services technology field
- General Networking knowledge of LAN and WAN. Trouble shooting, diagnostics and repair of problems in computer equipment, software/hardware, operating systems, applications and LAN.
- In-depth computer knowledge to include all operating systems and office programs in use and general knowledge of programs utilized by the service.
- Experience in troubleshooting, diagnostics and repairs of problems in computer equipment, software/hardware, applications and networking.
- 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.
- Knowledge of configuration and management of high-availability server configurations. (E.g., clustering and load balancing).
- 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.
- Current knowledge of E-911/NG-911/SENA police frameworks.
- 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.

- Perform regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Knowledge of Police Applications / Infrastructure including CAD, MPS, RMS and OSL, Verkada and Avigilon (ACM/ACC).
- Basic knowledge SQL and SQL Studio (programing languages).
- Knowledge of phone infrastructure including gateways, Private Branch Exchange (PBX) and their connection to NG-911.

Competencies:

Complexity of Decision Making:
- The role must ensure that all Information Systems used within the organization adhere to internal policies and procedures related to installation and overall management. The role considers net-new situations and provides advice or guidance on next steps. Develops plans related to technology life-cycle planning and determines expected results.

Problem Solving:
- The role requires a high understanding level of information systems and is the key contact to be able to resolve individual issues or larger organization systems issues. Problems that arise have likely been encountered before but require the specialized knowledge the incumbent must be able to solve them.

Impact of Action:
- Ability to manage the entire life-cycle of internal information systems including employee onboarding and systems issues. Lack of action or incorrect actions could lead to situations that include delays in employees being able to access internal systems and damage to hardware.

Working Relationships:
- Must be prepared to communicate with employees at all levels of the organization (e.g. leaders, officers, staff members) in varying situations including in routine onboarding procedures or when issues arise, requiring excellent communication skills and additional sensitivity.

Leadership:
- Primarily responsible for own time and work but does provide troubleshooting support when requested.
- Works independently to complete tasks.

Accountability for Resources:
- The incumbent is responsible for ensuring all employees have their required information systems needs met (e.g. computer access, telephone access, software access) to ensure smooth operations. Where specific needs arise, the role has the ability to plan for updates.

Physical Demands:
- Work requires the incumbent to engage in some physical effort, including specific coordination abilities, relating to computer hardware (storing, potentially lifting, wiring). As needs arise, demands may shift, providing potential relief.

Sensory Demands:

- Ability to be nimble to evolving sensory demands as necessary including providing system support, answering inquiries, or fixing hardware. Listening and visual skills are required to determine needs and then effectively carry out solutions.

Working Conditions:

Physical Hazards:

- Work is primarily done in an indoor office environment where access is restricted to authorized personnel only and physical hazards are limited.

Travel and Hours:

- This job works standard daytime shifts, that remain static from week to week (ex Mon-Fri, every week).
- 35-hours per week.
- On call availability is required.

Start Date: To be determined.

Closing Date: Friday, February 13, 2026, at 09:00 hours.

Forward resumes by e-mail to the attention of:
Inspector Matt Stezycki
CKPScareers@chatham-kent.ca

NOTE: *The above job description outlines the principal functions of the job identified and shall not be considered a complete description of all the work requirements that may be inherent in this job.*

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 required.

As members of the Chatham-Kent Police Service (CKPS), all employees are expected to embody the values of CKPS every single day. Each member is required to demonstrate integrity in their work, ensuring that ethical standards are consistently upheld while conducting themselves with honesty and fairness, which serve as the guiding principles for all actions and decisions. Furthermore, every member is responsible for delivering the highest quality of service to the community. This commitment requires maintaining honesty and professionalism in all interactions, fostering trust through accountability, and approaching each engagement with understanding and empathy.

"Committed to Service, Dedicated to You"