Information Technology Specialist - Job Description

Title: Information Technology Specialist

Reports To: Operations Manager

Immediate Direct Reports: none

Scope: In Scope

Summary

Reporting to the Operation Manager, the Information Technology Specialist is responsible for the effective operation of information technology (IT) services and support across the organization. The Information Technology Specialist serves as a technical expert for the development, implementation, management, and support of systems and networks. The IT specialist plans and carries out exciting, complex assignments and develops new methods and approaches in a wide variety of IT specialties. They evaluate new and enhanced approaches to deliver IT services; test and optimize the functionality of systems, networks, and data; and define technical requirements. The Information Technology Specialist is responsible for providing various forms of computer-related technical assistance and improving the efficiency of the work of the staff through the use of technology.

Core Competencies

- Customer Focus
- Energy & Stress
- Quality Orientation
- Adaptability/ Flexibility
- Decision Making and Judgement
- Problem Solving
- Accountability and Dependability

- Communication
- Team Work
- Time Management
- Creative and Innovative Thinking
- Planning and Organizing
- Result Focus
- Ethics and Integrity

Job Duties

- Responsible for maintenance and backup of internal development servers
- Responsible for maintaining telecommunication and web systems
- Support of legacy desktops, laptops and servers
- Evaluate new hardware and software to meet company requirements
- Maintain inventory of internal licenses and track compliance
- Design and generate reports as requested
- Establish procedures to ensure the readiness, quality, and accuracy of websites and online platforms, providing guidance and training to staff
- Provide technical advice and assistance to office staff as needed

- Coordinate with the University of Regina's Information Services department on IT related issues
- Assist other staff in special events and activities as required
- Monitor or optimize the performance, security, backup, and recovery of the database
- Develop policies and procedures concerning the database: data entry and sharing information with others
- Establish procedures to ensure the readiness, quality, and accuracy of websites, providing guidance and training to staff
- Use available technology to promote the web site and gather statistical information for analysis
- Assist other staff in special events and activities as requested
- Plan, develop, and manage all IT services, programs, and support throughout the enterprise
- Provide internal IT support (server security, software updates, hardware maintenance etc.)
- Oversee the implementation, deployment and operation of information systems and technology solutions for business needs
- Optimize the use of social media platforms for business purposes.
- Oversee website functionality and development
- Research, design, and implement the appropriate technologies to support and improve corporate communications, access to information, and end-user productivity
- Liaise with vendors and service providers to ensure efficient and cost-effective acquisition of technology purchases; oversee warranties and service agreements
- Conduct capacity planning for network bandwidth, storage requirements, messaging, websites, and other applications
- Stay informed on new or emerging trends and technologies that provide clear benefits to the organization, business partners, and/or customers
- Create status reports as required; present findings to senior management
- Plan end-user training as required
- Perform other related duties as assigned

Requirements

- Bachelor's degree in Information Technology or a related field
- A technical degree in Information Science, CS, or equivalent skill gained through experience coupled with 2+ years of experience in systems (hardware and software) support
- At least 2 years of practical experience in database administration, development, and web design.
- Knowledge of IT principles, concepts, and methods; systems testing and evaluation principles, methods, and tools; IT security principles and methods; COTS products; Internet technologies; and/or emerging information technologies
- Good experience in HTML, MySQL, AWS (server and user access), PHP, CSS, JavaScript, Programming, Wordpress, DNS and familiarity with multiple web browsers and OS platforms, software procurement and updates, user management and SAS administration (Google Suite, Zoom, UniVerse, etc.)
- Must possess strong analytical interpersonal, and communication skills and have the ability to work with minimal supervision in a team environment
- Experience in using graphic design applications would be an asset
- Strong analytical and problem solving skills

- Ability to manage multiple assignments and meet deadlines
- Ability to work occasional off-hours duty to permit timely attention to mission-critical functions.
- Proficiency with VPN networks, firewalls, encryption, and other aspects of network security technologies
- Effective attention to detail and a high degree of accuracy.
- Strong organizational and time management skills
- Self motivation and the ability to take initiative and multitask

Working Conditions
- Manual dexterity required using desktop computer and peripherals
- Overtime as required
- Lifting or moving up to 30 lbs may be required