

Position Identification			
Position Title	Senior Systems Support Technician		
Position Replaces	N/A		
Position Level	Employee	Position Code	1366
Pay Group	Group 12	Date (last revised)	Apr-24
Supervisor Title	Manager, Service Desk	Sup. Position Code	1816
Additional Requirement	CRC	TMA	
Division	Information Technology	Flexible Work Arrangement	Flexible Work

Organizational Description

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

Our Mission: Delivering transportation services you can rely on

Department Summary

The service desk is the single point of contact for IT service requests, incident reporting and lifecycle management of all end user devices. Service desk team members perform first-line support and troubleshooting for end users experiencing issues with any aspect of the IT environment. They also provide an escalation path to other work areas within the enterprise technology department should it be required.

Job Overview

Reporting to the Manager, Service Desk, the Senior Systems Support Technician performs analytical and technical functions that support corporate users and business objectives related to information services and technologies. As the senior member of the team providing technical support services, IT service management and incident management, the Senior Systems Support Technician possesses superior analysis skills and works with users and business leaders to ensure BC Transit information support services are meeting enterprise needs.

This position focuses on designing and enhancing robust IT service management and endpoint management. This role also requires general technical knowledge with regards to data, server, and network systems to allow for the delivery of support to these services and integrating endpoints into the IT framework. The Senior Systems Support Technician provides guidance to

other support technicians at the Service Desk. This role is responsible for creating and maintaining IT standards, support processes and procedures.

Key Accountabilities and Expectations

Key Accountability	Expectation
Policies and Procedures	- Analyze Service Desk activities and documented resolutions to identify problem areas and devise and deliver solutions to enhance quality of service and prevent future issues - Create and maintain the documentation necessary for team members to perform their job functions including standard operating procedures, troubleshooting charts and reference articles - Assist in the development of policies and procedures and contributes to escalated incident resolution by providing support and acting as an escalation point for advanced or difficult help requests from other technical staff - Assist in the development of Service Level Agreements (SLAs) to establish service expectations and timeframes, regularly evaluating and updating as business requirements and resources dictate - Collaborates on processes and procedures for system access, and ensures communicates to the business
Innovation	- Plan, implement and facilitate improvements in service management principles across the organization - Lead and improve change control processes, including change advisory board meetings and emergency change approvals - Proactively monitor and alert management to emerging trends in incidents and service requests - Investigate and recommend effective tools for troubleshooting and administering information services - Conduct research on emerging products, services, protocols and standards in support of technology procurement and development efforts
Technology	- Administration of critical ticketing, asset, and work management tools - Maintenance of systems that enable the information technology department to track and prioritize work - schedule incident/problem reviews with technical and business staff when needed - Plan and perform a variety of duties related to the configuration and maintenance of business facing IT systems such as, workstations, kiosks, meeting rooms and mobile devices - Guide system image improvements with an eye to security, functionality, and integration between multiple systems - Liaise with vendors for the procurement of new systems technologies; oversee installation and resolve adaptation issues

	• Report on current asset and service status by reconciling data from multiple internal and external sources • Plan hardware rollouts and software releases and related communication to end users • Assess technical requirements for deploying or updating technologies, standards, practices, policies, and procedures, and apply them to the appropriate business activities
Stakeholder Relations	• Build rapport with service desk customers and business unit leaders to help them achieve enterprise objectives
Leadership	• Provides training for new and existing service desk staff
Additional Duties	• Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies

Education	• University degree in computer systems or an IT related field. • Certification in one or more information management frameworks such as COBIT5, ITIL, Agile or Lean; • Additional professional information technology certifications would be an asset
Experience	• Five (5) years experience supporting technical systems at the enterprise level • An equivalent combination of education and experience may be considered
Key job-specific competencies	• Demonstrated understanding of how to efficiently build, maintain and support an information systems environment; • Excellent knowledge of Microsoft Windows desktop OS, including building and managing system images using modern tools and deployment methods such as Intune or PDQDeploy; • Experience with desktop scripting languages used to automate basic tasks; • Excellent troubleshooting and problem-solving skills; • Identify specific skills and knowledge required for the role • Strong understanding of network concepts including Wi-Fi, routers, switches, firewall, VPN appliances and VOIP devices; An understanding of information security tools and best practices; • Administration and management of mobile technologies and associated devices; • Ability to identify and proactively resolve network/server problems using centrally managed toolsets; • Experience with service management ticketing systems;

Willingness Statement	• Possession of a valid BC Class 5 driver's license
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