**Job Description**

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| Job Title: | BC Hydro – IT Supervisor | Author: | Chance Luka |
| Date: *(YY/MM/DD)* | 2020-12-26 | Work Site: | Site C – Fort St John |
| Direct Report: | IT Manager Site C | | |

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| A. | **Job Summary:** | A Saulteau Safety & Security IT Supervisor is responsible for:   * Maintaining the efficiencies, professionalism and deportment of IT security officers at all sites not designated as “self contained and policed” and ensuring that personal site knowledge maintenance, officer evaluation, mentoring, training and communication is conducted efficiently and professionally in a 24/7 environment. * Liaises with Operations Manager to ensure site specific requirements are maintained, site adjustments/changes are promptly implemented, new site start-ups are properly supervised, and site officer performance meets or exceeds client expectations. Frequent liaison, co-ordination and communication is also necessary to ensure proper site coverage and incident/emergency response integrity. * Ensures that all Security Professionals are in adherence to Saulteau Safety & Security core Values, Vision and Mission   **Values** – Respect, Empathy, Accountability, Courtesy, Honesty  **Vision** –To “wow” customers with our uniformed security guard service through specialized training and exceptional customer service.  **Mission-** Making People Feel Safe  The ideal candidate will possess the following characteristics:   * Team player * Provide Leadership, guidance and support * Capable of working in both a team and independent environment * The ability to prioritize multiple demands * Strong communicator able to effectively engage with the clients, employees and visitors to the site * Capable of responding methodically to emergencies; fire, medical, security related * Report activity and occurrences in a complete and comprehensible format, and ensure all documentation is submitted by shift completion * Solid Customer Service skills- Always maintain a positive mental attitude and have a good sense of urgency * Capable of working within a diverse environment and respect others on the team * Capable of using a computer to write reports and send emails * The ability to investigate incidents thoroughly and with a sense of urgency and report back to clients and managers |
| B. | **Job Duties:** | * Help with large IT projects, including the design and deployment of new IT systems and services. * Monitor the performance of information technology systems and to make recommendations for improving the IT infrastructure * Troubleshoot hardware and software issues related to internal IT systems * In charge of training of new IT personnel * Ongoing training for IT personnel * Help with the Installation and modification of CCTV systems, and their databases * Help with the Creation and development of IT Department policies and procedures * System and network maintenance, troubleshooting and repair |
| C. | **Skill Factors:** |  |
| Education: | * Some form of certificate in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience |
| Experience: | * Experience with LENEL:S2/ Onguard, Xpressentry and similar personnel access control systems an asset. * Experience with Microsoft office suite or similar programs is a must. * Knowledge of security programs |
| Special Qualifications and Training: | * 2-5 years of experience working in an IT related Field * CompTIA A+, Sec+, Net+ assets * Any relevant studies or courses Related to CCTV, PACS’s, Cyber Security * strong ability to prioritize * Firm grasp on IT infrastructure and operations best practices * Completion of BST and possession of a Valid BC Security License is required * OFA 3, Bear aware training and the CSTS certificates |
| Communication: | * Must possess an excellent command of the English Language, both written and oral * Knowledge of any additional languages is an asset. |
| D. | **Effort Factors:** |  |
| Physical Demands | * This is a position that requires an energetic individual who can multitask * Excessive standing and walking may be required * Small ladders * Working with delicate equipment * Carrying up to 50 pounds of equipment safely |
| Mental Demands: | * Maintain a positive mental attitude * Maintaining Multi-tasking, organizing, problem solving, and prioritizing tasks * Must be able to work extended 12 hours in length * Ability to manage one’s own mental health |
| E. | **Working Conditions** | * Working conditions may vary. Majority of the time is spent walking and standing outdoors and conducting safety assessments of all work areas * May need to wear site Personal Protective Equipment (steel toe boots, high visibility vests, hard hats and cleats while on duty * May need to be exposed to cold weather in order to safely diagnose CCTV equipment * Possibly exposed to difficult mental challenges |