



THE THUNDER BAY POLICE SERVICE

POSITION DESCRIPTION

POSITION: Information Technology Intern
BRANCH: Corporate Services
UNIT: Information Technology
REPORTS TO: Information Technology Manager
PAY SCALE: \$28.00 per hour

CORE COMPETENCIES

The Information Technology Intern is responsible for the orderly operation of general duties within their assigned Unit, as well as the efficient transfer of information and communications received by the Thunder Bay Police Service. General core competencies required to be successful in this position are:

| Competencies | Requirements |
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| Accountability and Excellence | <ul style="list-style-type: none">• Align behaviours to organizational and ethical values of trust, integrity, leadership, inclusivity, and collaboration.• attitude, community partnerships, victim sensitivity.• Address others whose behaviours are contrary to TBPS values.• Demonstrate required level of job-related skill.• Focus efforts on achieving standards of excellence through continuous improvement and ongoing development.• Comply with all relevant codes of conduct, policies, and procedures.• Exercise self control, adaptability, and flexibility in stressful or difficult situations.• Accept responsibility for own actions regardless of consequences.• Respect the dignity, human rights, equity, diversity, and inclusion of others. |

| Competencies | Requirements |
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| Decision Making | <ul style="list-style-type: none"> • Apply established guidelines and procedures to make informed decisions. • Seek guidance as needed when the situation is unclear and involves the right people in the decision-making process. • Consider consequences of decisions including the impact on others and the TBPS. • Reach decisions that are consistent with established procedures and TBPS values. • Assess the effectiveness of decisions and responds accordingly. |
| Interaction and Influence | <ul style="list-style-type: none"> • Promote team goals, share the workload, and assist others. • Give credit and acknowledge contributions and efforts of peers. • Treat others fairly, ethically, and with value — communicating openly and building trust. • Effective written and verbal communication skills – clear, concise, and suited to others’ level of understanding. • Demonstrate cooperation, collaboration, and consensus-building when working with others within or outside the TBPS. • Ability to accept and act on constructive criticism. • Effectively communicate using strategies to achieve common goals, influence, and gain support of others. |
| Social & Cultural Competency | <ul style="list-style-type: none"> • Demonstrate a professional, empathetic, and objective demeanour. • Able to effectively interact, work and develop meaningful relationships with people of various ethnical, cultural, and social backgrounds. • Recognize and respect diversity through communication and actions in all contexts. • Show respect and openness towards someone whose ethnical, cultural, and social background is different from one’s own. • Able to recognize and manage one’s own behaviours, moods, and impulses to create an inclusive, equitable and welcoming environment within the TBPS. • Able to use one’s own experiences to relate to and work with all ethnical, cultural, and social groups. |

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| <p>Planning and Organizing</p> | <ul style="list-style-type: none"> • Plan and organize work. • Identify the importance of tasks and prioritize time accordingly to ensure completion of all tasks within time frame. • Make effective use of available resources to meet work objectives. • Monitor the attainment of objectives and/or quality of the work completed. |
| <p>Research and Analysis</p> | <ul style="list-style-type: none"> • Select appropriate method(s) and sources of information for data gathering and analysis. • Collect valid, reliable, and pertinent information encompassing all aspects of an issue. • Analyze information and weigh varied factors in order to identify the cause of problems and propose solutions. • Recognize when additional data is required. • Present data to facilitate understanding of main issue(s). |
| <p>Technology Management</p> | <ul style="list-style-type: none"> • Maximize the use of technology to support operational and administrative work for the organization. • Demonstrate knowledge of technology appropriate to their role and is proficient in its use. • Troubleshoot and maintain technology used in the performance of their duties. • Ensure appropriate security protection, storage, and maintenance. |

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

The **Information Technology Intern** is responsible and accountable to the Information Technology Manager for the efficient and timely performance of the assigned duties and responsibilities.

Specific responsibilities shall include but not be limited to:

- Provide first level helpdesk support to assist in resolving problems to the end user’s satisfaction.
- Monitor help desk tickets assigned to the queue and process first level tickets, based on priority.
- Utilize and maintain helpdesk tracking software.
- Troubleshoot Axon Body Worn Camera and In-car Camera System to support front line officers.

- Provide Microsoft 365 application support to members of the TBPS.
- Manage PC set up, imaging and deployment for employees using standard hardware and software.
- Ensure corporate security policies are maintained and adhered to.
- Deploy and troubleshoot mobile phones assigned to members of the TBPS.
- All other duties as assigned within the core competencies.

QUALIFICATIONS

- Degree or diploma in IT, Computer Science, or other related field of study.
- Certifications or experience with Microsoft 365, is considered a strong asset.
- Ability to communicate in a clear and concise manner, including the ability to address issues in a professional and courteous manner.
- Demonstrated ability to present ideas in a business friendly and user-friendly language.
- Proven problem solving, analytical and evaluative abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Superior ability to establish and maintain effective working relationships with other departments, coworkers, and peers.

WORKING CONDITIONS

- Required to work 7-hour shifts consisting of 5 on, 2 off with occasional flex shifts to meet the operational requirements. Planned flexible shifts or hours may be required from time to time to perform some tasks.
- Work is performed in a standard office environment with minimal adverse working conditions.
- Located in a comfortable indoor area. Conditions could produce mild discomfort such as moderate noise.

TESTS & ASSESSMENTS

Candidates may be subject to any of the following tests and assessments for this position.

- Application review
- Performance Appraisal review
- Disciplinary record review
- Panel Interview

APPROVAL:

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| Prepared by: IT Manager, M. Chyril #1332 | Initial Date Created: January 16, 2023 |
| Revised by: NA | Revision Date: NA |
| Approved by: Inspector G. Snyder #714 | Approval Date: January 16, 2023 |
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