



BRANTFORD POLICE SERVICE

CIVILIAN POSITION

Position: Applications and Telecom Administrator

Posting Type: External

Status: One full-time vacant, 12 month casual contract

Hours of work: 40 hours per week; Days, Afternoons & Weekend shifts possible

Compensation Level: \$73,187 - \$97,582 (2025 rates)

Application Opening: Friday, July 3, 2026

Application Deadline: Friday, July 17, 2026

The Brantford Police Service is currently accepting applications for a casual Applications and Telecom Administrator.

Purpose of Position:

This position is complex and fast-paced containing a variety of technical work involving the implementation, administration, maintenance and documentation of BPS business applications and interfaces in a 24/7/365 emergency services environment.

This position will oversee specific applications within the Service such as the telephone system, Communications and Records Management software (Computer Aided Dispatch (CAD), Records Management System (RMS), Niche, MWS, TAMS, Crows, Bell CS1K PBX and Avaya), and other various proprietary police applications (Major Case Management, Ontario Sex Offender Registry, and Building Security Access).

In addition, this position is the primary point of contact between the BPS IT Section and the users of the IT services and will be responsible for Tier I technology support for service desk calls, conducting hardware and software inventory tracking, maintenance and reporting.

Summary of Duties and Responsibilities:

- Set up voicemail and extensions, processes name changes, troubleshoots phone related problems
- Log, document and maintain history records on problems and their resolution
- Coordinate the resolution of and responds to user questions about telecommunication applications/software systems problems impacting day-to-day operations
- Work with external vendors for servicing and repairs if required
- Troubleshoot and maintain computer systems and networks, including Computer Aided Dispatch (CAD), Records Management System (RMS), Niche, MWS, TAMS, Crows, Freedom of Information, Major Case Management, Ontario Sex Offender Registry, and various other proprietary police applications

- Monitor external access and control to maintain system security
- Instruct, train and develop staff in work methods, procedures and best practices
- Register and maintain BPS users with the OPP Entrust system
- Issue access, recover and support BPS, Provincial and Federal PKI users by acting as Local Registration Authority; acts as liaison between OPP PKI Unit and ESCO agency staff
- Contact outside vendors as directed to evaluate, source and procure equipment; negotiates to obtain optimal prices and submits recommendations to the Manager of Information Technology
- Maintain all operational computer systems to ensure full communication and access to information
- Provide end-user technical support and assistance to requests received
- Consults with end-users and recommend IT solutions, including planning and implementation
- Maintain a comprehensive understanding of the IT infrastructure and architecture.
- Installation, configuration and deployment of workstations, peripheral devices and software applications
- Perform research and document solutions identifying root causes for computing issues
- Understand and provide Tier I support for all systems
- Repair and recover from hardware or software failures
- Complete appropriate documents regarding the introduction, upgrade or replacement of new or existing hardware and software
- Completes appropriate documents for incidents that have caused significant impact to service wide and mission critical functions
- Maintain an accurate inventory of all IT-related assets
- Gather data pertaining to user needs, and use the information to identify, predict, interpret, and evaluate service system requirements
- Manage, lead and/or assist with specialized policing systems as directed by the IT Manager
- Act as a technical expert and resource for assigned projects; Participate in/create the development of project plans
- Monitor, control and report on project progress using identified milestones

Knowledge:

- College diploma or University degree in Computer Networking or related technical field of study
- Previous experience in an Information Technology support capacity
- Extensive experience with a networked PC environment
- Strong Microsoft Office 365 skills
- Well-developed understanding of the impact on the day-to-day operations of the service due to service delivery changes and/or interruptions
- Knowledge of specialized police-oriented systems
- Knowledge of telephone systems
- Knowledge of specialized police-oriented systems

- Maintains and fosters relationships with vendors, consultants, contractors, ESCO staff, and other BPS members

Skills:

- Proven project Management skills
- High level of judgment, problem solving, analytical and technical skills, including an ability to analyze, diagnose and resolve complex user's soft/hardware problems; and ability to self-teach various soft/hardware programs/concepts
- Possess a strong customer service focus with the ability to meet and deal effectively and professionally with a variety of end-users, IT staff, co-workers, and external contacts
- Strong analysis, critical thinking, troubleshooting and problem solving/decision making skills
- Communication and interpersonal skills required to represent the police service in a professional manner when dealing with multiple vendors, members and agencies, to identify and understand the use of software and hardware in the support of server functions to achieve desired output
- Must be capable of handling multiple tasks

Abilities:

- Ability to effectively train users on new systems and applications
- Ability to organize own time effectively, prioritize, meet deadlines and achieve results. Ability to adapt to constant changes in priorities. Ability to complete urgent tasks quickly and without errors
- Ability to remain current and up to date on new developments to analyze new system proposals and determine impact on current systems and feasibility
- Ability to meet police security clearance requirements and to maintain confidentiality
- Demonstrated ability to be detail oriented
- Ability to work effectively with BPS members to identify needs and develop alternative solutions and strategies
- Must be able to work both in a team environment and alone as projects dictate
- Ability to read and understand technical manuals, updates, bulletins for current, reliable, cost-effective and feature-rich software and hardware solutions
- Ability to read policies and procedures, user manuals, forms and contracts to understand current or proposed systems and to read program listings to determine logic flow and achieve program changes
- Ability to record user settings and to document and diagram network information.
- Ability to compile and write documentation on custom designed systems and instructions to computer operators, system specifications; and memos to staff, responding to problems, direction and updates
- Ability to verbally respond to technical inquiries from Police Service staff, as well as highly technical hardware and software engineers and manufacturers

Interested applicants are invited to complete a [Brantford Police Service Application Form](#) and submit it electronically no later than Friday, July 17, 2026, at 4:00pm. Please click on the link below to upload the application with your resume/cover letter:

<https://brantfordpoliceservice.bamboohr.com/careers/262>

Brantford Police Service does not use Artificial Intelligence (AI) enabled tools in the selection or hiring process. Hiring decisions are made by humans based on job-related criteria. Personal information submitted will be used only for the purposes of this competition in accordance with the Freedom of Information and Privacy Act. We welcome and encourage applications from individuals from all backgrounds, including those from underrepresented groups. If you require accommodations during the recruitment process, please let us know and we will work with you to meet your needs.