



March, 2017

INTERNAL / EXTERNAL POSTING

INFORMATION TECHNOLOGY – PERMANENT FULL TIME USER SUPPORT TECHNICIAN

The User Support Technician is the first point of contact for the end users for all technical issues and service requests related to Information Technology. The purpose of this role is to provide troubleshooting and technical support via phone, web based tools and email, provide voice based and remote technical support

Duties and Responsibilities:

- IT Service Desk - provides technical support through phone and email.
- Diagnoses and troubleshoots end user desktop application issues and provides appropriate solution
- Resolves issues. Elevates complex and/or high priority problems to the appropriate support groups for resolution.
- Responds to, and resolves technical end user service and support incidents and requests.
- Follow-up with end users to provide status updates as per service level guidelines.
- Performs account management and maintenance for various applications and systems (e.g., creates or modifies user accounts and permissions, and performs password resets).
- Communicates with customers at all levels of technical and non-technical skills sets.
- Follow all standard operating procedures (SOP) through the effective use of Knowledge management.

Qualifications:

- Post-Secondary certificate or diploma in IT Administration an asset
- Minimum of 1 to 2 years' experience
- Service Excellence--Ability to understand end user needs and expectations, provide excellent service in direct and indirect manner, and fulfill end user expectations.
- Help Desk--Knowledge of and ability to provide effective and efficient real-time support for a variety of desk-top technology users.

Commencement: As soon as possible

Detailed resume or completed City employment application form, including references, to be submitted to: Department of Human Resources, City Hall, no later than 4:30PM, March 31st, 2017. Fax: (306)445-0411, Email: hr@cityofnb.ca

The City wishes to thank all applicants, however, only those selected for an interview will be contacted. Please note: Priority will be given to internal applicants.