



Career Opportunity – Internal/External Posting

Desktop Support Specialist (Temporary Contract 16 Months) Finance and Business Services

Position Summary:

Reporting to the Manager of Information Technology, the Desktop Support Specialist is responsible for providing technical support and troubleshooting assistance to end-users across the organization, as well as diagnosing, repairing, and maintaining computer systems and peripherals to ensure optimal performance and functionality.

Key Responsibilities:

- Support and maintain the Municipality's computer hardware and peripherals as well as software.
- Troubleshoot technical issues regarding computer configurations, PC hardware, software, peripheral devices such as scanners, projectors, photocopiers, and telephone systems, etc.
- Assist with the rollout of new hardware and software as required.
- Develop and assist in training staff in software applications and computer/telephone systems.
- Create and maintain documentation on all hardware and software applications.
- Assist in configuring, testing and implementing software applications that are customized to meet the needs of specific departments, divisions, or clients.
- Liaise with external vendors and/or contractors regarding coordinating work and/or projects.
- Receive, respond to and resolve help desk tickets in a timely and professional manner.
- Monitor daily error logs relating to workstations.
- Collaborate with other IT team members to resolve complex technical issues and escalate problems as necessary.
- Comply with applicable provincial and municipal legislation, including the Municipal Freedom of Information and Protection of Privacy Act, and the Municipality's Records and Information Management Program.
- Comply with the Occupational Health and Safety Act, applicable regulations, as well as the Municipality's Health and Safety Program.
- Other duties as assigned.

Qualifications, Knowledge and Skills:

- Must have a two-year college diploma in computer studies or equivalent education in other related fields and/or experience.
- Must have a minimum of two years of relevant experience.
- Must have experience demonstrating strong organizational, interpersonal, presentation and problem-solving skills.
- Must have experience demonstrating effective written and verbal communication skills.
- Must have experience with Windows and Microsoft Office applications as well as other relevant programs and software.
- Must possess a valid Ontario Class 'G' Driver's Licence.
- Knowledge and understanding of GIS software, specifically the ESRI suite, is an asset.
- Computer Technician, CompTIA A+, or MCP certification is an asset.

Hours of Work and Working Conditions:

35 hours per week. Some travel and attendance at evening meetings is required. Confidentiality and constant interruptions are a demand of the position. Overtime may be required on occasion.

Employee Group:

Non-Union.

Salary Range:

\$60,598.32 to \$70,891.46 annually (2024 Rates)

Closing Date:

Applications must be received by 11:59 PM, Sunday, October 6, 2024.

How to Apply:

Interested candidates must apply online through our website, leamington.ca/careers

We thank all applicants; however, only those selected for an interview will be contacted. Selected applicants will be subject to an interview process and skills testing to determine eligibility.

We are pleased to accommodate any individual needs under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation throughout the hiring process, please contact Human Resources at 519-326-5761 ext. 1112 to make your needs known in advance.

Personal information on this form is collected under the authority of the Municipal Act, 2001, R.S.O. c45 and will be used to determine eligibility for employment. Questions about the collection of this information can be directed to the Manager of Legislative Services/Clerk, Municipality of Leamington, 111 Erie Street North, Leamington, Ontario, N8H 2Z9, Telephone: 519-326-5761