



A Natural Attraction

Job Posting

The City of Quinte West invites applications for the following full-time position:

Computer Support Technician Information Technology

Reporting to the Manager of Information Technology, the Computer Support Technician will be responsible for monitoring and completing help desk assignments through the IT ticketing system. This will include assisting with the technical support of the City's information systems including the installation, configuration and maintenance of hardware and software, troubleshooting problem areas and the support of City employees with their technical needs. This position will also be responsible for the set-up, streaming, and technical support of Council and Committee meetings. These meetings occur regularly in the evenings requiring schedule shifting to accommodate. For example, a meeting typically ending at 8:00 pm would require starting at noon.

This position is a contributing team member responsible for the day-to-day work and executing operations in line with department-approved policies, plans and programs as well as efficiently meeting service standards in the delivery of municipal services.

Duties and Responsibilities:

The position will:

- Monitor the IT Help Desk.
- Set up and support Council and Committee Meetings on a highly flexible schedule.
- Providing technical support to City technology users.
- Assisting IT staff with tasks.
- Assist with IT inventory and organization.
- Assist in the training of City staff in the use of the City's IT services.
- Perform related duties as assigned.
- Demonstrate a commitment to learning and overall professional development.
- Follow all guidelines for employees and employers as legislated under the *Ontario Occupational Health and Safety Act*, other applicable legislation, best practices, and City policies and procedures where applicable.

Note: Above duties and responsibilities are representative of a typical position and are not to be construed as all inclusive.

Contacts:

The position will have direct contact with:

Internal: Manager of Information Technology, IT Staff, other City Departments.

External: Members of Council and Committee Members, general public, contractors and government agencies when applicable.

Education/Specialized Training/Skills:

The position will require:

- Currently enrolled in or have completed a community college Information Technology or related program.
- Demonstrated experience with various technologies such as Windows, cloud infrastructure such as Amazon Web Services (AWS), Google Workspace, networking, printers, mobile devices, iOS, Android and computer peripherals.
- Exceptional troubleshooting skills.
- Demonstrated experience with streaming and video conferencing solutions such as YouTube, Google Meet and Zoom.
- Demonstrated experience with Audio/Video equipment and software such as microphones, speakers, projectors, mixers, HDMI extenders, HDMI splitters, SDI to HDMI converters and vMix.
- Flexible work scheduling to accommodate multiple evening meetings each week.
- The position requires excellent organization, interpersonal and communication skills with a proven focus on service delivery.
- A highly developed sense of professionalism, tact and diplomacy.
- Must demonstrate respect for confidential and sensitive issues.
- Demonstrated telephone and public relations skills.
- Demonstrated ethical behaviour and business practices.
- Strong computer skills including Google Workspace, Google Docs, Microsoft Word, Excel, PowerPoint, Dayforce (or other similar software programs) email and internet.
- Strong written and verbal communication skills.
- Strong and effective analytical, strategic, critical thinking and problem solving abilities.
- Ability to research, analyze and formulate solutions.

Nice to have:

Although not required, the following would be considered a preferred asset to the position.

- A valid Class G Driver's Licence and a safe driving record in good standing, satisfactory to the employer.
- The ability to communicate in both English and French.

Work Experience:

No previous work experience is required.

Nice to have:

Although not required, the following would be considered an asset to the position.

- Previous municipal environment.

Note: This position will require the incumbent to work flexible hours to provide IT support for various City meetings, frequently in the evenings. As a result, the start and end times of the workday will be staggered and will vary depending on operational requirements. The incumbent must be available to start the workday anytime between 8 am and 12 pm, Monday to Friday. The schedule will be provided to the incumbent in advance as meetings are regular occurrences and are scheduled for the entire calendar year.

Remuneration: 2022 Non-Union Salary Grid Band 5 - \$58,226.65 - \$63,289.84 annually.

Qualified applicants are invited to apply [online](#) with their resume by **11:59 pm on May 15, 2022**. They may also visit the City of Quinte West website at www.quintewest.ca for more information.

We thank all applicants for their interest and advise that only those candidates selected for an interview will be contacted. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and is used to determine eligibility for potential employment.

In accordance with the Accessibility for Ontarians with Disabilities Act, the City of Quinte West is pleased to accommodate individual needs of applicants with disabilities within the recruitment process. Please call 613-392-2841 x1106 or email hr@quintewest.ca if you require an accommodation to ensure your participation in the recruitment and selection process.