

BUILD A CITY. BUILD A FUTURE.



Technical Support Specialist 2

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey*

SCOPE

The Technical Support Specialist 2 works under general direction to create, test, implement, maintain & support, and run related technology. The role needs a high degree of logical, critical thinking and clear & simple communication to do tasks such as completing service requests and incidents within given time frames, providing 1st and 2nd level client support, finding, evaluating and fixing software, hardware, and communication problems on networked computers, printers, audio-visual, conferencing, and point of sale; identifying and solving performance issues; build, re-image, install/move/remove, upgrade, or replace computing hardware, software, cabling/peripherals, and stands/mounts; develop documentation and reports, coordinate formalized change control, educate and evangelizing best practices, as well as related functions as required.

EMPLOYMENT STATUS

Union - CUPE Local 402 – Regular Full-Time

RESPONSIBILITIES

The successful candidate will:

- Finish tasks and respond to issues and challenges by taking action and balancing priorities, work with others as needed, offer support and direction to junior staff in a proactive way and use resources wisely.
- Diagnose, evaluate, reduce, and solve regular or complex problems with software, hardware, and communication on computers, printers, peripherals, and productivity technologies.
- Research, suggest, build, (de)provision, (re)configure, upgrade, install, replace, or relocate computing and other end user hardware, software, and peripherals, using asset management and change control.
- Organize and plan work to finish tasks and solve problems on time.
- Share routine information with external organizations including vendors.
- Work with relevant technical and business resources to solve problems.
- Follows and updates asset management tracking, change control, service management, and related procedures.
- Examines and sets standards and solutions for the physical space and installation requirements for equipment.

INTEGRITY • SERVICE • TEAMWORK • INNOVATION • COMMUNITY

Help us build a world-class city. We are hiring talented innovators seeking meaningful work to drive our city - and their careers - forward.
Apply online at www.surrey.ca/careers



BUILD A CITY. BUILD A FUTURE.



QUALIFICATIONS

- We are looking Completion of a diploma in information technology or a related field, plus three (3) years of related experience.
- An equivalent combination of education and experience may be considered.
- This position involves completion of a Police Information Check.
- Experience with onboarding new staff, including senior leaders, which involves setting up and configuring hardware and software, providing out-of-the-gate orientation on a wide range of systems, software, and services, and establishing a trust and credibility with colleagues and customers is an asset.

The successful applicant can demonstrate:

- An understanding of Windows Desktop operating systems, common desktop applications, frameworks, and components.
- Communicate clearly and simply, along with a strong commitment to service and a willingness meet customer expectations.
- An understanding of Windows Server core functions like Active Directory, Group Policy, DHCP and DNS, and an understanding of IP addressing and subnets.
- Critical thinking and a logical approach to technical problem solving and root cause analysis.
- An ability to develop and maintain technical, peer, and end user documentation.
- The ability to improve operational processes and technical configurations.
- Task and priority, coordination, and customer expectation management.
- They stay current with industry trends and technologies and learn new skills.

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/about-surrey/jobs-careers> to Job ID #5613 Hourly starting wage for this position is \$42.09.

INTEGRITY • SERVICE • TEAMWORK • INNOVATION • COMMUNITY

Help us build a world-class city. We are hiring talented innovators seeking meaningful work to drive our city - and their careers - forward.
Apply online at www.surrey.ca/careers

