



The Corporation of the City Of Brantford Information Technology

requires

Technical Systems Specialist (Contract – Up to 8 Months) Job ID #2011

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our Work from Home arrangement. The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the IT Service Desk Supervisor, The Technical Systems Specialist (TSS) provides support to our user community for end-user software, hardware and IT service related requests. The TSS is responsible for the analysis, troubleshooting and resolution of incidents and service requests. The TSS is focused on incident and problem management and may be tasked with leading small projects such as desktop/laptop and peripheral deployments, software and OS deployment and patching as well as developing and maintaining standard images for deployment. This position is responsible for providing excellent customer service to City staff and departments.

QUALIFICATIONS

Education

- A two (2) year community college diploma or equivalent in computer systems or related field
- A+ certification preferred
- ITIL V3 Foundation certification preferred
- A valid "G" Ontario driver's license in good standing is required as well as the requirement to drive a personal vehicle

Work Experience

- Minimum 3-4 years' experience performing end user application and hardware support
- Minimum 3-4 years' experience performing diagnostics and troubleshooting end user hardware
- Minimum 3 years' experience building desktop systems using imaging technologies
- Minimum 3 years' experience using Windows Patch Management system
- Experience working as a project lead an asset

Qualities

- Customer service oriented
- High level of initiative, self-confidence, motivation and adaptability
- Highly organized and able to meet strict timelines
- Demonstrated ability to work effectively within a team environment
- Demonstrated ability to interpret problems of a non-technical individual
- Demonstrated ability to work in a high paced multi-tasked environment

Skills

- Excellent oral and written communication skills
- Excellent hardware and software troubleshooting skills
- Expert level knowledge and experience with Microsoft Desktop Operating systems
- Expert level knowledge in creation of Silent Install Scripting & MSI creation
- Proficient level knowledge using system imaging software i.e. Microsoft SCCM
- Proficient level knowledge of Active Directory and Group Policy Management
- Proficient level knowledge of Apple Desktop Operating systems & hardware
- Proficient level knowledge of INTEL based PC hardware & Printer hardware
- Proficient level knowledge of Tablet hardware and Operating systems

- Proficient level knowledge of Computer Network Fundamentals and troubleshooting
- Proficient level knowledge in creation of system build documentation / diagram creation using Visio

WAGE/SALARY RANGE: \$36.00 to \$40.00 per hour (35 hours per week).

To apply on-line, please visit the City of Brantford website at <https://careers.brantford.ca/> and click on **Current Opportunities**.

Closing date for applications: **Thursday, March 7, 2024, at 4:30 p.m.**

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted. Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.