



*... a great place to live, work & play*

One of the sunniest regions in BC's Lower Mainland, Delta embraces three unique communities - Ladner, North Delta and Tsawwassen. The City of Delta is looking for dedicated individuals to join our team and share in our commitment to lead the way in public service excellence.

## USER SUPPORT SPECIALIST

### **Are you looking to provide outstanding IT Service Desk telephone and email support to users?**

If the answer is yes, and you are excited to work under direct supervision with some latitude for exercising independent judgment while supporting users in the provision of computer support and problem resolution services to the organization, then we are looking for you to join our Information Services Help Desk team.

This regular full time IT Service Desk position provides one-on-one, telephone and email support to users; desktop hardware; software and related equipment installations, upgrades, moves, changes and troubleshooting. You will act as a point of reference to other staff by answering questions, demonstrating and documenting work methods and procedures. You will also provide audio visual services for Council Meetings, Public Hearings etc. on some evenings.

You are able to think logically and analytically in a problem solving environment and have the ability to perform under pressure while meeting deadlines established according to corporate priorities. Experience providing superior customer service through clear communication and listening skills is a must. The work takes place within an ITSM ITIL compliant service desk environment. Academic and practical knowledge of computers, computer programming, applications, networking and support in an IT environment is required.

Our successful candidate will have completed a two year certificate program in computer technology or related discipline at a technical institute or community college, plus considerable knowledge of Information Technology Service Management and the ITIL framework. A valid Class 5 BC Driver's license is required.

The City of Delta provides a competitive salary (\$37.20 - \$43.78) (commensurate with experience); and an excellent benefits package including Municipal Pension Plan. Interested applicants are requested to apply online at [www.delta.ca/employment](http://www.delta.ca/employment), to **24-87 EX** by **April 10, 2024**.

The City of Delta's Covid-19 Vaccination policy has been suspended, however, we reserve the right to reinstate it in response to changes in the public health landscape, including public health orders. We are committed to the protection, health, and safety of our employees and our community, and our Communicable Disease Plan and related protocols remain in place.

We thank all applicants for their interest; only those under consideration will be contacted.

Copies of relevant professional certificates, degrees, or tickets must be submitted with your application.

Preferred candidates will be required to submit a Police Information Check.

