



*The “Natural Place to live, work, play and invest”, the City of Pitt Meadows is a picturesque community of just over 18,000 residents, boasting a small town atmosphere with all the urban amenities, beautiful outdoor environment and a great quality of life, located just one hour east of downtown Vancouver.*

## IT TECHNICAL SUPPORT ANALYST (CUPE Full-time, Regular)

The City of Pitt Meadows is recruiting an IT Technical Support Analyst to play a pivotal role in the deployment of new information technology systems throughout the City. Reporting to the Manager of IT, this position will plan and implement lifecycle technology replacement projects for RCMP and other municipal systems. They will liaise with a variety of internal and external stakeholders to provide advice and assistance in the deployment of applications, software, hardware, network, and other devices. They are also responsible for the installation of computer network and communication hardware and software, including account set-up, system configuration, data security, and recovery operations.

The ideal candidate will have a strong technical background, excellent problem solving skills, a passion for delivering exceptional service, and is able to exercise strong independent judgement. While work performance is reviewed by the Manager, the successful candidate will be required to work under minimal supervision.

Regular working hours are Monday to Friday, 8:30am – 4:30pm, however, a compressed workweek may be considered. Depending on operational needs, there may be opportunities for scheduled overtime.

### Qualifications:

- Completion of a diploma in computer information systems from an accredited post-secondary institution, supplemented by courses in communication networks and one or more industry certifications related to the work, plus considerable related experience; or an equivalent combination of training and experience.
- Considerable knowledge of computer applications, problem definition, and problem solving techniques.
- Ability to investigate, assess and resolve software, hardware, and network problems.
- Enthusiasm for providing high quality customer service.
- Effective communicator verbally and in writing.
- Valid Driver’s License for the Province of British Columbia.
- Ability to obtain and maintain the RCMP Security Clearance at the Secret level.
- Experience working in a municipal environment may be considered an asset.

### What We Offer:

- CUPE Pay Grade 25, Step 1 - \$44.05 per hour (2024 rates)

- Substantial benefits package; including extended health, dental, eye, and paramedical coverage (100% employer paid).
- Enrolment in our Municipal Pension Plan.
- Possible vacation matching of your current unionized employer.
- Progressive programs including a compressed work schedule.
- Opportunity for overtime premiums.
- Professional development opportunities.
- Free gym membership.
- Free employee parking.
- An excellent opportunity to join a team dedicated to creating a vibrant, sustainable, complete, and livable community!

To apply and view a complete job description visit our [website](#).

*Closing date: Sunday, April 14<sup>th</sup>, 2024 at 11:59pm*

Qualified applicants are encouraged to apply immediately, as shortlisting may be conducted during before the closing date.

Please use the online application feature to submit an application. We encourage any applicant who requires individualized application support or accommodation with respect to the application or interview process to contact our Human Resources team at [resumes@pittmeadows.ca](mailto:resumes@pittmeadows.ca) or call us at 604-465-2436.

The City of Pitt Meadows is an equal opportunity employer and welcomes applications from all qualified individuals. We thank all applicants for their interest in this position; however, only those selected for an interview will be contacted.