SUPPORT SPECIALIST 3
TERM: 1 YEAR

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 Support Specialist 3 works under general supervision with greater latitude for exercising independent judgment. This position provides IT Service Desk telephone and email support to users, ranging from desktop hardware, software, telecommunication, business applications, and associated infrastructure. You will act as a senior point of reference to junior staff by answering questions, demonstrating and documenting work methods and procedures, and ensuring service delivery excellence. You may also serve as a resource person to others in Information Technology and perform related functions as required.

RESPONSIBILITIES
The successful candidate will:

- Respond to and diagnoses problems through troubleshooting and discussions with users and colleagues.
- Follow established procedures or develop innovative new solutions to user problems.
- Prioritize and schedule own activities so work is completed on time.
- Utilize problem management databases or other help desk software.
- Review service desk tickets, identify trends, and propose solutions to manager.
- Review key performance indicators of the division and makes recommendations to improve processes and efficiencies.
- Mentor and coach junior service desk staff and assist in resolving user reported issues.
- Take initiative to resolve issues and minimize business impact.
- Deliver non-standard or project related work in a timely fashion.
- Draft and review IT service desk communication emails before sending.

QUALIFICATIONS
- Post-secondary certificate in a related field plus 2 years of experience or an acceptable equivalent combination of education and experience.
- A+ Certification or acceptable equivalent.
- Information Technology Infrastructure Library (ITIL) Certification.
- Possess knowledge of core business applications and solutions, infrastructure capabilities, and tools.

- Effective communication skills and strong commitment to service excellence.
- Able to think critically and solve non-routine problems to meet timelines and quality expectations.
- The ability to work well within a team environment and foster a working environment that is respectful, honest, and inclusive.

OTHER INFORMATION

Pay Grade	Step 1	Step 2 (6 months)	Step 3 (18 months)	Step 4 (30 months)
18	$34.75	$35.71	$36.72	$37.91