



### **Technical Administrator**

Temporary, full-time - 35 hours per week

Term ending August 31, 2026

\$37.00 - \$46.25 per hour

### **Come work with us!**

At the City of Leduc, our mission is People. Building. Community. We offer a collaborative and dynamic workplace where our values of Teamwork, Service, Respect, and Leadership guide our conduct and contribute to a healthy culture.

We are currently recruiting a temporary, full-time **Technical Administrator** for our Corporate Information & Technologies team.

### **What is the Opportunity?**

Are you organized, tech-savvy, and ready to take on a dynamic role? We're seeking a Technical Administrator to join our team. In this role, you'll be the first point of contact for our customers, providing support through phone, email, ticketing system, and chat. This includes logging and resolving customers' issues in a courteous, timely, and effective manner. In this hybrid role, you will also be responsible for procurement and invoice management in addition to approximately 1 day per week being dedicated to administrative duties reporting to the Director of Communications and Marketing Services (CMS). If you're looking for a challenging role where you can make a real difference, apply today!

### **What will you do?**

- Respond to incoming service requests via phone, email, ticketing system, and chat in a timely and courteous manner
- Identify and diagnose basic technical issues reported by end-users, providing immediate solutions when possible
- Escalate more complex issues to Level 2 or Level 3 support, ensuring a smooth handover of the problem
- Document all interactions with users, including the nature of the inquiry and the provided solution, in the service desk system
- Maintain records of IT assets and software licenses to ensure compliance
- Procurement, Invoice/PO, and management and reconciliation
- Management of supplies and inventory
- Light administrative support functions to CMS and CIT leadership team

### **What do you need to succeed?**

- Relevant post-secondary Certificate or Diploma in Computer Science, Technical, Education, Technology, Information Systems or administration
- Minimum 1 year experience supporting IT Support Desk OR 2 years' experience in an administrative role with expoauew working with organizational IT Support Desk
- ITIL Foundations Certificate, Apple Certification and Microsoft certification would be assets
- Knowledge of basic computer hardware
- Experience with Microsoft office, teams, and basic knowledge of Active Directory

- Experience working with ticketing systems
- Experience with Mobile products (apple or android)
- Experience in an administrative support role or administrative support functions
- Exceptional written and oral communication skills. Strong documentation skills
- Exceptional interpersonal skills, with a focus on rapport building, listening, and questioning skills, keen attention to detail
- Ability to conduct research into a wide range of computing issues as required
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language
- Highly self-motivated and directed
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Exceptional customer service orientation
- Experience working in a team-oriented, collaborative environment
- Experience or understanding of providing on-call support

### **MyRewards@COL**

- Competitive salary
- LAPP pension
- Comprehensive health, dental and wellness benefits, including a generous healthcare spending account
- Annual City of Leduc Recreation pass, including access to free drop-in programs
- Starting at 3 weeks' vacation per year
- Flexible work arrangements, including a hybrid work environment and Earned Day Off program
- Safe office location in a park-like setting
- Free parking
- Annual City of Leduc recreation pass, including access to free drop-in programs

**The successful candidate must be willing to provide a clean Criminal Records Check, at their own expense, as part of the hiring process.**

If this sounds like you, please apply through our website at [www.leduc.ca/careers](http://www.leduc.ca/careers)

**Competition closes at 11:59 pm (MT) on August 28, 2024.** This competition may be used to fill future vacancies at the same or lower classification level. Due to the high volume of resumes received, we are not able to respond to individual phone calls. We thank all applicants for their interest, however, only those selected for interviews will be contacted.