

CLIENT SUPPORT ANALYST

The City of Campbell River is seeking a **Client Support Analyst** to join their Information Technology team.

Naturally, Campbell River – Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching

The role - you will provide technology support, problem resolution services and troubleshooting to the organization by way of Level One and Level Two client support duties, including Helpdesk and RCMP Central Helpdesk task priorities.

To be successful in this role you will have:

- Grade 12
- Two (2) year diploma in the field of computer sciences or information technology from a recognized post-secondary institution or the equivalent industry standard
- CompTIA A+ Certification or equivalent certification
- Must possess and maintain a valid Driver's Licence, and produce and maintain a clean driver's abstract, as per City policy.
- Minimum of three (3) years of related experience in an IT Client Support role, preferably in a municipal or police environment, within the last five (5) years.

As a condition of employment, you will be required to pass and maintain an RCMP Secret Level security screening.

The rate of pay for this permanent, full-time, CUPE bargaining unit position is **\$33.14 per hour** based on a 35-hour work week and includes a comprehensive benefits package.

For information on this exciting new opportunity and to view a detailed job description that lists all the duties and necessary qualifications for this position, please visit www.campbellriver.ca/employment.

This posting closes on Wednesday, August 14, 2024.

Please send your resume with covering letter, quoting **Competition EXT-24-073** to:



Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

We thank all applicants, however, only those selected for interviews will be contacted.