IS Support Technician (Regular)

Job Requisition	JR-2024-228 IS Support Technician (Regular) (Open)
Job Family	CUPE
Start Date	2024-09-03
End Date	2024-09-18
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/Community-Services-Building/IS-Support-Technician--Regular-_JR-2024-228
Description	

Internal Closing Date:

Sept 11, 2024

External Closing Date:

Sept 18, 2024

NOTE: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.

Hourly Rate:

34.8

Scheduled Weekly Hours:

35

Reporting to the Manager, Enterprise Support, this position provides light to moderate technical support for its users and a variety of general and specific network, PC, and peripheral related troubleshooting and repair as assigned.

Duties Include:

- Provides light technical support including but not limited to; repairing and setting up computer hardware and software such as; mice/keyboard changes, phone installs, toner changes, software installations, workstation moves, laptop installs and updates, system and profile setups, antivirus updates, conference projector and PA system setups.

- Performs local and network administrator tasks including but not limited to; resetting passwords, domain level user support, restarting services, editing basic file and folder security settings and administering user profiles.
- Assists in supporting the City's network infrastructure and all connected devices.
- Provides identified expertise and service to staff and elected officials using well-developed communication, discretion, and human relations skills.

- Documents all procedures and related technical resolutions as required.

- Performs rollouts of IS products and programs for the City.

- Assists with the coordination of computer training as required.
- Provides one-on-one training for end users as required.
- Updates all IS related asset tracking data as required.

- Acts as a backup to the Enterprise Support team as required.
- Performs other related duties as assigned.
- All persons employed by the City of Vernon will be required to assist the City in providing

emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Completion of A+ certification or recognized post-secondary program in information technology.
- Minimum three years' experience in a computer hardware technical capacity.
- Must acquire and maintain a current Microsoft Desktop Operating Support certification within two years of product release.
- Valid British Columbia Class 5 Drivers License.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Ability to exercise mature judgement regarding confidential and sensitive information.
- Possesses practical knowledge and experience with current Windows Operating Systems and programs.
- Working knowledge of PC based peripheral devices.
- Considerable knowledge and experience with computer and related software and general office equipment.
- Considerable experience troubleshooting hardware and software issues.
- Exceptional interpersonal and communication skills with a commitment to teamwork and customer service.
- Ability to work with minimal supervision.
- Ability to obtain and maintain an acceptable criminal record check.
- Ability to obtain and maintain RCMP Secret Security Clearance.

Preferred Education and Experience:

- Five years of experience supporting Microsoft products and computer hardware in a technical capacity.
- Peripheral troubleshooting, hardware certification from various tier one vendors.
- Microsoft 365 experience.
- Microsoft Azure and Intune knowledge.

To Apply:
Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using one of the following methods:

- Online at www.vernon.ca/ start your application by selecting "apply".
- By Fax: (250) 550-3551

Internal Applicants:

- Internal applicants are asked to apply using their worker profile.
- By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted.

Worker Sub-Type	Permanent
Location	Community Services Building
Time Type	Full time

Locations

Supervisory Organization   Enterprise Support