



SERVICE DESK TECHNICIAN

1-YEAR TERM

West Kelowna is a thriving city that has a rural sophistication appeal and is a haven for outdoor recreation. Sun-soaked lakeshores, agricultural charm, and access to urban jobs and living have made West Kelowna the place to be. We maintain a deep connection with our agricultural roots, and we celebrate the one-of-a-kind character of our community. We offer competitive salaries, excellent benefits, numerous employee wellness incentives, an earned time off program and professional development opportunities. Build your future with a City who was proudly presented the 2023 BC Municipal Safety Association Organizational Safety Excellence Award for leadership, dedication, and diligence in creating a safer and healthier workplace.

Summarized Position Responsibilities:

This position receives, documents, and prioritizes incidents and service requests sent to the service desk; provides users with support, troubleshooting problems, teaching, and instructing users regarding software or hardware functionality, and troubleshoots printer, POS and network issues. This position prepares workstations, user accounts and access permissions as required; maintains third-party systems, in-house software, desktop hardware/software, office systems, network, phone systems, knowledge bases, and performs other related tasks. The position will also support council meetings.

Our Ideal Candidate:

- Two-year diploma or certificate in Computer Science or equivalent, plus Microsoft Technology Associate (MCA) certification or an equivalent combination of education and experience
- A minimum of 2 years experience in a related position
- Ability to obtain and maintain a Police Information Check
- Valid Class 5 Driver's License

Applications are accepted online at westkelownacity.ca/jobs. We thank all applicants for their interest; however, only those selected for further consideration will be contacted. We will be contacting applicants who meet our requirements as applications are received and this posting may close ahead of the official closing date if a successful candidate is identified.

Competition No. 24-46E, Closes September 23, 2024
Full Time – 1-year Term | 35 hrs/week | \$35.12/hr
Benefits | Municipal Pension Plan