

Town of Caledon

make a difference



Job Title: Technician, Help Desk (Contract up to 6 Months)
Closing Date: December 4th, 2024 12:00PM EST

The Town of Caledon is a dynamic municipality that successfully balances urban, rural and agricultural communities. Our energetic staff are guided by our core values that create an environment for continuous improvement and customer service excellence.

In addition to offering exciting career opportunities, the Town also provides a competitive and comprehensive total rewards package. Come see how you can ***make a difference***.

The Opportunity

Reporting to the Supervisor, IT Operations, this role is responsible for identifying, analyzing, triaging if necessary, or resolving and documenting technology related requests for assistance. The role is the first point of contact for any technology related questions and concerns from Town staff. This role is required to provide exceptional customer service in line with the Town's standards and collaborating with the IT team to ensure that all issues are resolved in a timely manner. As a Technician, Help Desk, you will perform the following duties, including but not limited to:

- Providing direct client support, through prioritizing, triaging and resolving requests made by staff for any technology related issue (computer, phone, mobile phone etc.); setting up hardware on client's workstations, supporting clients through the installation of new software, and providing users with education, training, and information to assist in resolving the issue. Goal is to resolve as many issues directly as possible prior to triaging.
- Documentation of processes relating to issue resolution to ensure consistent service delivery
- Minor repair of hardware or coordination with vendors for hardware repair
- Maintain responsibility for assigned duties within the departmental and/or corporate Business Continuity Plan
- Perform additional duties and undertake special projects as assigned

The Ideal Candidate

We are



6311 Old Church Road
Caledon, ON L7C 1J6
www.caledon.ca

T. 905.584.2272 | 1.888.225.3366 | F. 905.584.4542

seeking an enthusiastic professional with a post-secondary diploma in Computer Sciences or related Information Technology field. Our ideal candidate has a minimum of 1 years related experience providing front line, in-person IT technical support. Accreditation as a Microsoft Certified Solutions Associate (MCSA), Microsoft 365: Modern Desktop Administrator Associate, or related certification is an asset. Information Technology Infrastructure Library (ITIL) certification is an asset.

The ideal candidate will have practical experience with Active Directory maintenance, Office 365, VOIP phone systems, and client PC connectivity and experience troubleshooting and diagnosing common hardware, software, and network issues. We are seeking an individual with a solid understanding of current Microsoft Office and Windows operating systems, exceptional customer service, technical, and analytical skills, excellent verbal and written communication skills, and the ability to work effectively in a team environment.

The successful candidate for Technician, Help Desk must be able to work a flexible schedule in office and remotely, including normal business hours, evenings, weekends, and holidays as required. This person could be required to provide IT support for Council Meetings and hours of work can consist in between 1:30 pm – 9:00 pm and may be subject to change.

This position offers a hourly range of \$38.49 to \$46.47.

Satisfactory passing of a criminal record check, and proof of qualifications will be required of any successful candidate(s) for this position.

The Town is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. The Town is an equal opportunity employer that is committed to an inclusive and barrier-free workplace. If your application requires accommodation, please contact People Services at (905) 584-2272 Ext. 4738.

*Applications for this posting will be accepted until **December 4th, 2024, 12:00PM EST.***

How To Apply

To learn more about employment with the Town of Caledon and to apply for this exciting and challenging opportunity, visit: www.caledon.ca/careers

If needed and upon request, this document can be made available in an alternative format.



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