



THE CORPORATION OF NORFOLK COUNTY – JOB POSTING

Posting #: CUPE 82.24

Position: Helpdesk Support Technician

Job Code: 5ISHDT

Status: Permanent Full Time

Employee Group: CUPE Local 4700

Wage: \$29.64 - \$37.04 per hour

Division: Corporate Services

Department: Information Technology

Reports To: Manager, I.T. Infrastructure

Location: Simcoe, ON. (This position is not eligible for remote work)

Posting Period: October 30, 2024 – November 13, 2024

How to apply:

Follow the link below for the application process through Google Chrome or Microsoft Edge:

<https://apply.workable.com/j/6807A4858E>

- Ensure the file extension for your resume document is .doc, .docx or .pdf
- If you are electing to include a cover letter, the cover letter and resume must be uploaded as 1 file.

Find out more information about Norfolk County here: [Employment at Norfolk County - NorfolkCounty.ca](https://www.norfolkcounty.ca)



Basic Function:

Remote maintenance and troubleshooting of workstation, software, peripherals, telephones and voicemail systems.

Knowledge and Experience:

- Two-year post-secondary program in computer science or technology studies, or equivalent
- 3 years' experience to be familiar with scope of position, or equivalent previous experience

Skills and Abilities:

- Valid Ontario driver's license and access to a reliable vehicle.
- Must be aware of safe work practices as they relate to job responsibilities and work environment, and have the basic understanding of the Occupational Health and Safety Act
- Computer expertise in corporate standard software and department specific software to data search and entry and to create and modify word processed documents

Position Description:

- Installation, maintenance and support of County workstations and peripherals
- Administer and/or provide hardware and software support to Corporate users
- Consult/advise/analyze/install and maintain voice communication requirements ensuring cost effectiveness and system availability to County users
- Research, develop and implement approved training plans for Corporate Standard Software
- Provide departmental administrative support ensuring contracts, purchases and invoices are within budget parameters
- Planning, ordering, installing, monitoring and reviewing contracted work by outside agencies
- Assist in the development of policies and procedures related to information technology
- Provide backup support for Helpdesk support Co-Ordinator and I.T. Technicians
- Promote effective and appropriate use of information technology
- Provide progress reports at meetings

- Keep current on changes and innovative technology developments
- Asset inventory
- Perform other duties as assigned

The Corporation of Norfolk County is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Successful applicants are required to provide the Employer with a current Criminal Record Check, including a Vulnerable Sector where required and verification of education.

Thank you for your interest in this position. Only those to be interviewed will be contacted.