

Welcome to Northumberland County, where you can build a thriving career while making a lasting impact in our communities. We're a forward-thinking organization, setting the standard for county government by providing leadership and support to our municipalities and residents

We're committed to your growth, offering educational and career development opportunities to help you reach your full potential. Our dedication to diversity, equity, and inclusion reflects the rich communities we serve, driving innovation and excellence in our workforce.

Join Northumberland County and be part of a team that values your growth, supports your well-being, and empowers you to make a difference.

Currently, we are looking to fill the following vacancy:

Service Desk Analyst, Information Technology

Permanent, full-time position

Hourly wage: \$36.79 - \$45.98 per hour, based on a 35-hour work week.

Reporting to the Supervisor, IT Client Services, the Service Desk Analyst will primarily be responsible for timely and effective solutions to end-user productivity issues as they relate to IT-serviced computer operations. This will be accomplished by receiving, prioritizing, documenting and actively resolving end-user help requests, communicating technical solutions in user-friendly language, performing question/problem diagnoses, and escalating incidents so that end users can accomplish business tasks.

Qualifications & skills:

- Post-secondary degree or diploma in Computer Sciences and/or 3 to 5 years of relevant experience or equivalent combination of training and experience.
- Knowledge of basic computing hardware including desktops, laptops, tablets, smartphones, VoIP phones, printers, and other common peripherals.
- Fundamental understanding of Active Directory and experience with basic AD functions, such as user creation, password resets, group management, etc.
- Experience with operating systems including Windows 10,11, and iOS.
- Extensive application support experience with MS Office, Outlook and other common enterprise-level applications.
- Experience in providing Tier 1 help desk support & M365 account administration.
- Familiarity with the fundamental principles of ITIL.
- Must have the ability to quickly learn and adapt to new hardware solutions and software applications.
- Knowledge of industry standard approaches and emerging trends with respect to Service Desk/Tier 1 support and being able to identify opportunities to improve the Service Desk function to better suit client needs.
- Able to quickly analyze issues and determine best course of action using available resources.
- Able to work effectively and efficiently in a fast-paced environment.
- Sound judgement to escalate issues to senior members within the IT division.
- Exceptional multi-tasking abilities and prioritization skills.
- Strong documentation skills.
- Team player able to work under pressure.
- Strong customer service mindset.

What Makes a Career at Northumberland County Different?

Unlock your potential: At Northumberland County, your growth matters. We offer professional development and provide opportunities that empower you to excel and advance in your career.

Join a passionate team: Be part of a diverse, inclusive team where collaboration thrives, and every voice is valued. Together, we achieve greatness.

The Best of Both Worlds: Enjoy the beauty of natural living alongside a vibrant, dynamic work environment, offering the perfect blend of career success and work-life balance.

What We Offer:

- **Comprehensive Health Plans:** We care about your well-being, offering occupational and mental health supports, an Employee and Family Assistance Program (EFAP), and benefits plans for eligible staff.
- **Competitive Compensation:** We regularly review pay equity and compensation to ensure competitive salaries, supporting a livable life.
- **Livable Communities:** Enjoy access to beaches, trails, restaurants, and cultural events. Northumberland County offers a unique combination of natural beauty and vibrant community life.
- **Learning and Development:** Professional development is at the heart of our success, providing opportunities for growth and excellence.
- **Retirement Savings:** We offer the exceptional Ontario Municipal Employee's Retirement System (OMERS), a defined benefit pension plan to help you plan for a stress-free retirement.
- **Employee and Family Assistance Plan:** Our wellness program includes health support and assistance to ensure your well-being.
- **Work-Life Balance:** We offer flexible work options such as compressed working weeks, and potential hybrid work arrangements for eligible positions to encourage the right balance between work, life and play

At Northumberland County, you'll find endless opportunities for growth, a supportive team, and a perfect balance between rewarding work and natural living —join us and make a difference in a place where your career and well-being truly matter.

How to Apply:

A valid Class G driver's license with a clean abstract and access to a personal vehicle is required. A 3-year uncertified driver's record obtained from Service Ontario must be submitted with your resume. Resumes submitted without an acceptable driver's abstract will not be reviewed.

When emailing your application, please ensure your cover letter, résumé, and any other supporting documents are submitted in one file (preferably MS Word (.docx) or Adobe (.pdf)).

The successful candidate will also be required to submit a satisfactory criminal background check prior to the commencement of employment. We thank all applicants for their interest, however, only those selected for an interview will be notified.

We invite you to submit your application **by 4:30pm on Monday, December 2, 2024**, to:

Human Resources
County of Northumberland
555 Courthouse Road
Cobourg, ON K9A 5J6

Email: hr@northumberland.ca

Fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to accessibility@northumberland.ca or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.