

APPLICATION SUPPORT TECHNICIAN - TERM 3 YEARS

Position ID: J1224-0169

Job Type: Full Time

Department: IT Client Services

Number Of Positions: 1

Min Salary: \$77,320.00/Year

Max Salary: \$96,650.00/Year

Closing Date: January 10, 2025

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

As part of the IT Client Services Application team, the Application Support Technician (AST) will be responsible for providing IT operational application support, as well as cloud hosted application administration, to support our enterprise applications and our customers. This is a tier 2 position, responding to application incidents and application service requests from the Desktop team and our internal customers as well as working closely with the Application Support Analysts (tier 3).

Responsibilities include:

- Provide excellent customer service to business users, providing technical support through administration of enterprise systems and applications
- Primary administration of several cloud-based applications such as Escribe, Perfectmind and others
- Collaborate with business units such as recreation management to update applications for public facing bookable services
- Respond to and resolve application incident and service requests from the Desktop team, staff and the Application Support Analysts
- Provision new users, remove users and manage user changes within the applications
- Assign, track, manage and maintain software licenses for Enterprise Applications included Adobe, Microsoft and others
- Query databases for data analysis, troubleshooting and reporting
- Document and complete business system assessments (BSA) on existing and new applications/solutions through collaboration with stakeholders
- Liaise with software providers and vendors regarding application issues that require escalation
- Record all application incidents, service requests, change requests and all related documentation including notes and resolutions within the City's ITSM
- Actively seek out opportunities to support additional enterprise applications
- Use critical thinking to proactively look for trends and ways to reduce and prevent reoccurring issues
- Provide backup support for Tier 3 resources when needed

You Bring:

- Completion of a post-secondary information technology degree or diploma
- ITIL 4 Certification would be considered an asset
- Additional technical certifications would be considered an asset
- 3-5 years' experience providing excellent customer service, recommendations and solutions in a position such as Service Desk or Desktop Support
- 2-4 years' experience in an enterprise IT environment administering applications to support a large organization
- Municipal experience in information technology would be considered an asset
- Strong initiative and critical thinking
- Strong analytical and troubleshooting skills
- Strong communication and interpersonal skills
- Excellent organizational skills with the ability to prioritize multiple assignments
- Keen interest in technology and developing skillsets to support additional enterprise applications
- Passion for technology, people and process
- Must be a self-starter with the ability to work independently and in a collaborative team environment
- Ability to establish effective, collaborative working relationships and an ability to build trust with staff across all levels of the organization
- Ability to adapt well in an ever-changing environment
- Ability to see the big picture and broader implications of issues/solutions

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent health, dental, paramedical and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, annual adult Genesis Place pass, social events, and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This full time position (37.5 hours per week) includes a comprehensive benefits and pension package.

Please provide a cover letter as a means of introducing yourself and your interest in this role.

Interviewing and hiring may commence prior to the posted closing date.

Next Steps:

Candidates are invited to apply online at www.airdrie.ca

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.