SUPPORT SPECIALIST 1
TERM (1 YEAR)

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** *at the City of Surrey.*

EMPLOYMENT STATUS

Union – CUPE Local 402 – Term (1 Year)

SCOPE

The City of Surrey's IT Service Desk is the first point of contact for City staff requiring technical assistance. We are seeking a Support Specialist 1 to join our knowledgeable and customer-focused team. Under direct supervision and within well-defined procedures, this role delivers support and service to customers via phone, email, or in person for a variety of IT-related requests, including:

- Desktop software and hardware
- Enterprise applications
- Printing, telecom, and mobile devices
- Installations, upgrades, system configurations, and troubleshooting

This one-year term position offers a dynamic, fast-paced environment where you'll develop hands-on IT expertise while making a tangible impact on city operations. If you're passionate about technology, problem-solving, and delivering exceptional support, we encourage you to apply!

RESPONSIBILITIES

- Serve as the primary point of contact for IT-related inquiries and technical assistance.
- Diagnose, troubleshoot, and resolve hardware, software, and network issues or escalate them as necessary.
- Manage service requests and incidents in the IT ticketing system, ensuring proper prioritization and follow-up.
- Provide support for cloud-enabled technologies and enterprise applications.
- Communicate citywide IT service interruptions or outages, ensuring timely updates.
- Assist with installations, upgrades, and system configurations for IT hardware and applications.
- Identify recurring technical issues and escalate them for further analysis and resolution.
- Maintain technical documentation and contribute to the IT knowledge base.
- Collaborate with internal IT teams to improve overall service quality.
- Perform other related IT tasks as required.

QUALIFICATIONS

- Post-secondary certification in a relevant field or an equivalent combination of education and experience.
- CompTIA A+ Certification (or an acceptable equivalent).
- Solid understanding of IT infrastructure, enterprise applications, hardware components, and system configurations.
- Excellent problem-solving and troubleshooting skills, with the ability to resolve issues efficiently.
- Strong customer service and communication skills, with the ability to explain technical concepts to non-technical users.
- Ability to prioritize and manage multiple service requests in a fast-paced environment.
- Experience with IT service management (ITSM) tools and ticketing systems is an asset.
- Strong ability to collaborate with internal teams and key stakeholders.

OTHER INFORMATION

Pay Grade: 14
Hourly Rate: $31.53

Pay Steps	Hourly Rates
Step 1	$31.53
Step 2 (6 months)	$31.97
Step 3 (18 months)	$32.90
Step 4 (30 months)	$33.50

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Help us build a world-class city. We are hiring talented innovators seeking meaningful work to drive our city - and their careers - forward.
Apply online at www.surrey.ca/careers

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the future lives here.