



Making life better in King

King is Hiring
IT Desktop Support
(Contract; 12-month with the possibility of becoming permanent)

King Township is an idyllic countryside community of communities, proud of its rural, cultural, and agricultural heritage. We are respected for treasuring nature, encouraging a responsible economy, and celebrating our vibrant quality of life. As an organization, we are focused making life better in King, and enriching the lives of all those who live, work, and visit King Township by providing quality services and experiences.

Reporting to the Manager of Information Technology, the IT Desktop Support is responsible for the following:

- Performs hardware and software installation and maintenance, hardware set up, troubleshooting and upgrading for all IT resources, and software/hardware licence/warranty registrations.
- Provides front-line technical support and end user training (document storage/retrieval systems, and standard applications, telephone and voicemail operation) to all users of IT resources via IT ticketing system, telephone, email and other communication tools.
- Trains staff and orients them on how to use computer hardware and software systems.
- Provides recommendations to the Manager of IT on program and equipment needs or problems.
- Installs and maintains various software, including updates, minor software enhancements and corrections to application.
- As directed, researches and provides input and/or recommendations on computer hardware, peripherals and software acquisition, replacement and/or modification and/or upgrades, sets up and installs same, including configuring for compatibility with server equipment and associated hardware.
- Maintains the telephone and voicemail systems (including cellphones, portable communication devices) at various Township facilities including all administrative processes, software programming, training, user functions and arrangement of new implementations and relocations of hardware/components/lines as required.
- In coordination with the Manager of IT, configures and maintains components for corporate networks, including VPN, installations/ configuration of client workstations for use with network, designs and implements directory structures, establishes and maintains network user accounts and security, mapping of network printers, etc. and automates and updates user login scripts and operating menus, etc.
- Rebuilds/salvages and cycles equipment/software resources and reallocates them efficiently.
- Travels to other Township facilities on a regular basis.
- Responds to inquiries and liaises with staff, other Departments and suppliers regarding system capability and operations, program amendments, equipment acquisition, report generation, user needs and to system support matters.
- Assists with the operation of printers, photocopiers and security systems at the municipal centre and other facilities including the programming, training and user functions, monitoring software, magnetic locks and panic buttons.
- Maintains inventory of all computer hardware and software for warranty, disaster recovery and planning purposes.
- Maintains other computer peripheral devices such as printers and solves printing problems as they arise.
- Maintains skills and knowledge to remain current in the IT field through ongoing professional development and attendance at workshops, seminars and other educational venues.
- Other duties and responsibilities as assigned.

The successful applicant will possess:

- Graduate of a two (2) year community college program in Computer Science or a related discipline.
- Minimum of two (2) years of previous related experience, including experience in a public sector environment.
- Current and thorough knowledge of computer hardware and software (i.e. PC workstations, laptops, software applications etc.).
- Thorough working knowledge of Microsoft Windows operating systems, including updates, LANS and Diagnostic software.
- Diagnose and resolve minor network issues (e.g. LAN access).
- Working knowledge of telecommunications systems and call centre operations.
- Ability to diagnose problems, perform repairs on IT assets and provide support for a wide range of applications.
- Able to quickly analyze issues and determine best course of action using available resources.
- Thorough knowledge of industry standard practices, guidelines, benchmarks, safety policies, procedures and applicable laws relating to Information Technology.
- Proficiency required in verbal and written communications and statistical calculations.
- Exceptional ability to multi-task and prioritize.
- Previous Municipal experience would be considered an asset.

Wage Rate: \$35.22/hour (2024 Rate)

Qualified candidates are requested to forward their resume to hr@king.ca by **4:30 pm on February 12, 2025**
Or to Human Resources at 2585 King Road, King City, Ontario, L7B 1A1

Please visit www.king.ca for full job description.

We thank all applicants and advise that only those selected for an interview will be notified.

Personal information (PI) is collected under the authority of the Municipal Act, 2001, S.O. 2001, c.25 and will be used to facilitate the hiring and recruitment process. Personal information (PI) will be protected in accordance with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Questions about the collection of personal information (PI) should be directed to the Human Resources Department, 2585 King Road, King City, L7B 1A1 or (905) 833-5321.

We are an Equal Opportunity Employer. In accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#), the Integrated Accessibility Standards Regulation 191/11 (IASR), and the Ontario Human Rights Code, the Township of King will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform Township Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.