



VISION:

A city that inspires

MISSION:

Working together to enhance the quality of life for all residents

VALUES:

Sustainability,
Inclusivity, Innovation,
Accountability,
Excellence,
Bilingualism

TECHNICAL ANALYST 2

Information Systems – Job # P1310

CLOSING DATE: NOON – FEBRUARY 20, 2025

JOB SUMMARY:

This position reports to the Technology Integration Manager.

The Technical Analyst 2 is accountable for the configuration, installation and continuing support of end-user physical and virtual computers, peripheral equipment, printers/copiers and client applications software. As Information Systems Service Desk, the Technical Analyst 2 will provide senior support to the Service Desk and provide first-tier knowledge and functional support to end-users as well as manage the escalation of support issues through to resolution. The Technical Analyst 2 works with members of the Infrastructure, Business Solutions, and IS management to plan and implement end-user service delivery. They will also take guidance from and support the Infrastructure Team as needed.

APPLYING FOR THIS POSITION:

The City of Moncton is an equal opportunity employer. Applicants must submit their application through an online system that can be found at www.moncton.ca/careers. We thank all applicants for their interest; however, only those invited for interviews will be contacted.

For more information, please contact the Human Resources Department at 506-877-7707 or visit www.moncton.ca/careers for information on the hiring and application process at the City of Moncton.

WORKING AT THE CITY OF MONCTON:

Moncton is a vibrant and culturally rich community. It is the first officially bilingual city in Canada, as well as one of the best places in Canada to do business. Moncton is also known as the economic, sports, tourism and entertainment hub of Atlantic Canada. City of Moncton employees strive to maintain the city's reputation as one of the best places in Canada to live, study, work and play.

This position is a unionized position. The City of Moncton offers an attractive salary and benefits package in accordance to the City Hall Employees Association / PSAC Local 60200 Collective Agreement.

[CHEA Collective Agreement](#) [City of Moncton Salary and Wage Scale](#)

EDUCATION:

- High School graduate or equivalency.
- University Degree in Computer Science (preferred) or a College Diploma in Information Technology. MCP, or MCSE certification would be an asset.

EXPERIENCE:

- Minimum three (3) years' experience supporting client operating systems.
- Minimum two (2) years experience providing end-user technical and functional support.
- Experience supporting PCs, laptops, and personal wireless devices.
- Exposure and experience with virtualized environments would be an asset.

LANGUAGE:

- The ability to function in English is required. The ability to function in French would be an asset but is not a requirement.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must have an understanding, through experience, of the Help Desk role in delivering Information Technology services. Knowledge of the ITSM service model would be an asset.
- Must have a solid understanding of IP networking.
- Must demonstrate an understanding of computer security concepts.
- Must have knowledge of time management concepts and methods.
- Must demonstrate a good working knowledge of Microsoft Office and Windows desktop operating systems.
- Must have a working understanding of Active Directory, DHCP, DNS and Microsoft Exchange.
- Capable and experienced with remote assistance tools.

CONTACTS:

- Strong teamwork, interpersonal and communication skills are required for this position.
- Must be able to communicate on an appropriate technical level with all levels within the Corporation.

SUPERVISION:

- No supervisory responsibilities.

CONDITIONS OF WORK:

- All employees must comply with Council and corporate adopted policies. (e.g. Attendance Management, Respectful Workplace and Health and Safety).
- The position requires the incumbent to provide after-hours support on a scheduled rotation and, at times, work outside normal hours and be on “Stand By” with respect to critical failures. On-call compensation and hours of work as per CHEA agreement. Considerable stress can develop when dealing with end-user issues and critical system failures.