Position   Technical Support Analyst (12 Month Contract)
Department   Corporate Services

Position Summary

Reporting to the Manager, Technology Infrastructure & Client Support, this position monitors and logs incoming avenues of communication within the Information Technology division, resolving all incidents and service requests coming into and assigned to the Service Desk. This role is responsible for tracking the lifecycle of customer issues and requests, providing service operation support and striving for first call resolution responses in order to streamline service delivery and ensure staff can perform their day-to-day tasks without interruption. They will provide timely follow-up to customer requests, escalating incidents when considered appropriate and necessary to maintain SLA expectations.

Key Responsibilities

- Provide service operation support, including incident management, problem management, and request fulfillment in order to re-establish normal business functions as quickly as possible.
- Diagnose customer issues in-person or remotely, implement workarounds, and resolve underlying problems in order to limit customer impact and restore business services as quickly as possible; fully documenting all pertinent information throughout process lifecycle.
- Access software updates, drivers, knowledge bases, and internal/external FAQ resources on the Internet/Intranet to aid in problem resolution.
- Escalate requests and problems (as required) to internal colleagues, third-party partners or the team lead.
- Establish relationships and strengthen rapport with service desk customers through daily in-person, phone, or email interactions.
- Perform regular maintenance tasks, including security/permission audits, and security update deployments; according to established Change Management processes.
- Install, configure, test, maintain, monitor, and troubleshoot customer hardware, peripheral devices, printing/scanning devices, presentation equipment, and other products.
- Designs and implements desktop archiving/rebuild procedures; perform workstation rollouts and upgrades via Windows Deployment Services.
- Maintain a thorough and accurate asset inventory of all computers, monitors, printers, mobile devices, and other peripheral equipment.
- Prepare decommissioned hardware for disposal/auction according to established organizational processes and guidelines.

- Maintain up-to-date knowledge of hardware and software contracts.
- Creates and maintain help sheets, guides and FAQ lists to increase computer literacy and self-sufficiency amongst internal staff.
- Reinforce Service Level Agreements (SLAs) to manage customer expectations.

Education and Experience

- Post-secondary diploma or undergraduate degree in computer science, engineering, or information technology.
- 2 years of experience working in Level I Information Technology Service Desk Operations.
- 5 years of combined experience working in Information Technology Service Desk Operations with a deep-seated troubleshooting knowledge of business hardware, software, and solutions. Is preferred
- Experience with supporting AMANDA, CLASS, CMiC, FMW, PerfectMind and VTAX software preferred.
- ITIL v3 certification preferred.
- Comptia A+ preferred.
- Fundamental understanding of Information Technology Infrastructure Library (ITIL) Service Operation processes.
- Demonstrated ability to consistently meet service level agreement (SLA) targets across organization.
- Strong relationship management skills with a focus on active listening and a demonstrated ability to communicate technical information in manner and medium appropriate for the business needs.
- Sound organizational and time management skills with the ability to adapt to changing priorities, meet deadlines and work through frequent customer interruptions.
- Keen attention to detail with the ability to absorb and retain information quickly.

Salary Range: $67,240 - $84,050

Interested applicants should apply online at www.milton.ca under the Employment Opportunities section. The job posting closes at 12:00 am on March 5, 2025. Interested applicants, please ensure to apply by **11:59 pm on March 4, 2025.**

If you are currently employed with the Town of Milton, please apply internally through the Jobs Hub app of your Workday account in order for your application to be processed as an internal applicant.

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.