

Employment Opportunity

Desktop Support Analyst

Permanent Full-time

Application Deadline: Friday, April 25, 2025

The Town of Morinville is a growing community on the doorstep of Metro Edmonton. Developed on a foundation of rich heritage and culture spanning 100+ years, it offers an excellent quality of life with convenient access to all nearby big city amenities while retaining the characteristics of a vibrant and flourishing centre for the surrounding rural community.

Reporting to the Supervisor, Technology Services, the Desktop Support Analyst is responsible for providing corporate wide first level support to all users of computers, mobile devices, A/V systems both on premise and hosted applications. This position prioritizes issues, identifies trends, researches, and presents industry best practice solutions to the IT team. In addition, the position is responsible for handling routine maintenance and changes to all Town's critical systems.

Key Responsibilities:

- Provide front-line helpdesk support by logging, processing, and resolving support calls related to hardware, software, and user accounts.
- Administer and support enterprise systems, including Office 365, Azure Active Directory (MS Entra), Server 2022, and Windows 10/11 environments.
- Troubleshoot and configure user accounts, ensuring staff have appropriate access and understand login procedures.
- Install, configure, and maintain hardware and software, including desktops, laptops, printers, scanners, and networked systems.
- Perform regular system monitoring and preventative maintenance on servers, desktops, and enterprise software to ensure optimal performance.
- Manage and monitor backup and antivirus solutions, including VEEAM Enterprise, Fortinet, and Sophos technologies.
- Assist with basic network administration, including switch management, log reviews, and configuration backups using Juniper, HPE, and Aruba technologies.
- Collaborate with cross-departmental teams, building relationships to support business process improvements and IT projects.
- Contribute to IT project planning and documentation, including the development of business cases and process maps.

Requirements:

- Post Secondary Diploma in Computer Technology or related field.
- Minimum of three (3) years experience providing computer support in a predominantly Microsoft-based network.
- Microsoft 365 Fundamentals certification or an equivalent credential is required.
- Certification in CompTIA Network+, Project+ and Security+.
- Proficient skills in all Microsoft Office programs are required.
- Information Technology Risk Fundamentals Certification is an asset.
- Strong analytical skills with the ability to analyze business/technology requests and problems to identify and implement steps towards an effective technology solution.
- Cybersecurity training and understanding of industry best practices.
- Knowledge of SharePoint, DocuShare, and records management.
- Exceptional customer service, interpersonal, verbal, and written communication skills.
- Strong attention to detail and accuracy along with a high level of initiative.
- The successful candidate will be required to provide a Criminal Record Check.

Compensation/Hours of Work: Annual salary range of \$64,533 to \$77,055 (7 Step Grid), based on a 35-hour work week. We offer a comprehensive benefits package including Pension, professional development opportunities, and a supportive work environment.

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To apply to this position please visit www.morinville.ca/careers

We thank all applicants for their interest; however, only those under consideration will be contacted.

The Town of Morinville values and supports diversity and inclusion in the workplace and encourages all qualified individuals to apply. Accessibility accommodations are available on request for candidates taking part in all aspects of the selection process