

IDS APPLICATION SUPPORT TECHNICIAN - 12 MONTHS TERM

Position ID: J0725-0008

Job Title: IDS APPLICATION SUPPORT TECHNICIAN - 12 MONTHS TERM

Job Type: Term

Department: Information Technology

Number Of Positions: 1

Min Salary: \$40.56/Hour

Max Salary: \$50.70/Hour

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

As part of the IT Innovation and Development Services team, the IDS Application Support Technician will be responsible for sales demonstrations and providing cloud hosted application administration and all support for the revenue generating Software as a Service (SaaS) systems for the consumers and customers. This is a tier 1 and 2 position, responding to application incidents and application service requests from the customers while working closely with the IDS Web Developers.

- Provide excellent customer service to business users, providing technical support through administration of Software as a Service systems and applications.
- Act as primary system administrator of several cloud-based applications such as Online Census, Cart Wizard and other in-house developed solutions.
- Respond to and resolve application incidents and service requests from system customers.
- Provision new users, remove users and manage user changes within the applications.
- Provision new sites, site setup preferences, and manage site changes within the applications.
- Query databases for data analysis, troubleshooting and reporting.
- Liaise with IDS Web Developers regarding application issues that require escalation.
- Record all application incidents, service requests, change requests and all related documentation including notes and resolutions within the Service Management System.
- Use critical thinking to proactively look for trends and ways to reduce and prevent reoccurring issues.
- Provide backup support for Tier 3 resources when needed.
- Liaise with customers on system configuration requirements, implement and test configurations, manage iPad assets including updating iOS versions.
- Lead quality assurance testing following all product updates and releases, reporting concerns to the development team.
- Develop and deliver local system administrator and system user training programs and materials.
- Contact management initiating sales calls and system demonstrations for existing and future customers.

You Bring:

- Completion of a post-secondary information technology degree or diploma.
- ITIL 4 Certification would be considered an asset.
- Additional technical certifications would be considered an asset.
- 3-5 years' experience providing excellent customer service, recommendations and solutions in a position such as Service Desk or Desktop/Application Support.
- 2-4 years' experience in an enterprise IT environment administering applications to support a large organization.
- Municipal experience in information technology would be considered an asset.
- Strong initiative and critical thinking.
- Strong analytical and troubleshooting skills.
- Strong communication and interpersonal skills.
- Excellent organizational skills with the ability to prioritize multiple assignments.
- Keen interest in technology and developing skillsets to support additional enterprise applications.
- Passion for technology, people and process.
- Must be a self-starter with the ability to work independently and in a collaborative team environment.
- Ability to establish effective, collaborative working relationships and an ability to build trust with staff across all levels of the organization.
- Ability to adapt well in an ever-changing environment.
- Ability to see the big picture and broader implications of issues/solutions.

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent health, dental, paramedical, and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, annual adult Genesis Place pass, social events, and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This is a full-time term position (37.5 hours per week) for 12 months.

In addition to your resume, a cover letter as a means of introducing yourself and your interest in this role is required.

Next Steps:

Candidates are invited to apply online. We only accept resumes and additional application documents through our online recruitment system. In person applications, email or other online forms will not be considered.

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.