City of Kingston

IS&T Service Desk Analyst

Job Number: J0525-0372

Bargaining Unit: Non-Union

Job Type: Regular, Full-time

Salary: $67,522.63 - $84,403.28/Year

Comprehensive Benefit Plan paid by employer
Defined Benefit Pension Plan-OMERS

Location: Kingston, ON – Various Locations

Hours of Work: 40 hrs/week

Closing Date: June 11, 2025

Opening Statement

The City of Kingston is grateful to experience the traditional territories of Anishinabek (Ah-nish-nah-beg), Haudenosaunee (Ho-den-o-show-nee) and Huron-Wendat (huron-wen·dat). Kingston is a smart, livable city in the heart of eastern Ontario. Its stable and diversified economy includes global corporations, innovative start-ups and all levels of government.

At the City of Kingston, we believe that diversity and inclusion are essential elements of a thriving workplace. We value the unique perspectives and experiences that each individual brings to our team. As we continue to grow, we are dedicated to creating an environment where all employees feel welcomed, respected, and empowered to contribute their best work. The City of Kingston views diversity as its strength and we encourage applications from individuals of all backgrounds, including those from underrepresented communities.

As staff, you play a pivotal role in enhancing people's lives by delivering exceptional, customer-centered services of the highest quality. Within our highly ethical environment, you'll embrace accountability by consistently going above and beyond, actively listening to our customers, creatively addressing their needs, and maintaining unwavering respect for all individuals you serve. As a result, you'll become an integral part of our qualified and dynamic team, recognized for its compassion, excellence, integrity, inclusivity, and adaptability.

Position Summary

The IS&T Service Desk Analyst reports to the Manager, Distributed Computing and as a team member of the Information Systems & Technology Department, assists in all aspects of the Corporation's endpoint device support. They perform a variety of endpoint device and network support duties and may travel to various sites in order to provide assistance.

The IS&T Service Desk Analyst will provide remote support via phone, email, chat or ticketing system for enterprise-wide networked endpoint devices, including configuration, installation and trouble shooting of client computing devices. They will provide assistance with monitoring the reliability and availability of network and provide technical assistance to end users for client endpoint devices. They will diagnose and resolve problems for users, provide remote installation assistance for set-up, configuration and support of computers, peripherals, and software. The IS&T Service Desk Analyst, will provide clients basic guidance and training over communication channels previously noted, guide clients through self-service tools and resources. They will also document, prepare reports and escalate support tickets as needed.

KEY DUTIES AND RESPONSIBILITIES:

Respond to IS&T support requests via phone, email, chat, or ticketing system in a timely and professional manner.

Provide technical assistance and support for incoming queries and issues related to end-point systems, software, hardware, and basic network issue diagnosis.

Diagnose and resolve technical hardware and software issues.

Guide users through step-by-step solutions and document the resolution process.

Escalate unresolved issues to higher-level support or specialized departments.

Maintain logs of issues and solutions using help desk software (CRM).

Follow up with users to ensure complete issue resolution.

Maintain up-to-date knowledge of IT systems, applications, and tools used within the organization.

Other duties as assigned.

Qualifications, Competencies

Post-secondary diploma or certificate in Information Technology related program.

1 year experience in a related environment providing customer support required.

3 years experience in a related environment providing customer support preferred.

CompTIA A+, ITIL Foundation, MS 365 Cert: Modern Desktop Administrator Associate Certifications preferred.

Must demonstrate corporate values of Belonging, Collaboration, Accountability, and Innovation.

Skills, Abilities, Work Demands
Ability to communicate effectively (written and verbal).

Ability to analyze issues and develop solutions.

Effective problem-solving skills.

Strong prioritization, organizational and interpersonal skills.

Excellent customer focus combined with attention to detail.

Ability to work independently and as part of a team.

Ability to explain computing concepts and coach a variety of users.

Commitment to respecting privacy and confidentiality.

Computers skills – Solid understanding of MS Operating Systems, Apple IOS, Hardware, Networking Basics, Active Directory & User Management, Remote Support Tools, Ticketing System.

Ability to lift, carry and move computer equipment.

Ability to bend, crouch and kneel to install and remove equipment.

Must have the ability to obtain and maintain a valid class "G" driver's license and a satisfactory driver's abstract.

Must obtain and maintain a satisfactory criminal record check.

Closing Statement

Please inform us of any accommodations we need to make to ensure a barrier-free recruitment experience. Accommodations are available in accordance with the Ontario Human Rights Code (OHRC)and Accessibility for Ontarians with Disabilities Act (AODA) at any stage in the recruitment process. We're happy to provide more information if you email us at HRCity@cityofkingston.ca.

Please apply to Career Opportunities at: www.cityofkingston.ca/Careers
Your resumé must demonstrate how you meet position requirements. Please upload to your profile any educational Degrees, Diplomas and/or Certificates that are relevant and required for the position. We thank all who apply, however, only those selected for further consideration will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act.