

Senior Student, IT Service Desk

Employment Type: Contract, Full Time

Contract Duration: up to 12 months (targeted September start)

Location: Aurora, Ontario

Salary Range: \$18.63 to \$21.19 per hour

Closing Deadline: July 31, 2025

The Town of Aurora is located in the heart of York Region and just 30 kilometers north of Toronto. Our vision is to become a progressive community with a small-Town charm and our mission is to deliver exceptional services that make people proud to call Aurora home. Our workforce is talented, diverse, and committed to fostering a culture that exemplifies teamwork, embraces innovation, and values diversity, equity, and inclusion to achieve mission excellence. It is important that our workforce reflects the citizens we serve. Come join us at the Town of Aurora, "You're in Good Company".

Position Summary

Reporting to the Supervisor, IT Infrastructure and Service Desk, the Senior Student, Service Desk assists with technical support and troubleshooting all aspects of the corporate technology environment by responding to inquiries and requests submitted via phone, email, and in-person.

Qualifications

To be considered for this position, you must be currently enrolled on a full-time basis in a post-secondary academic program in Computer Science or a related Information Technology program. You will have knowledge of personal computer technology and software, including desktop computers, laptops, tablets, printers, and projectors.

The ideal incumbent will have excellent customer service, communication skills, teamwork, initiative/self-management, accountability, and flexibility/adaptability. Strong working knowledge of MS Office and aptitude for technology and willingness to learn new software tools and applications is required.

Successful applicants to this position will be required to provide a **Police Criminal Record Check** that is satisfactory to the Town prior to their start date at the applicants' own cost.

If you are interested in joining our dedicated team of municipal professionals, please visit our [Jobs - Town of Aurora](#) page and apply to the position directly.

The Town of Aurora is an equal opportunity employer that is committed to an inclusive, barrier-free recruitment and selection processes and work environments. We are committed to recognizing and celebrating the diversity of opinion, talent and expertise that make each person unique. We thank all applicants and advise that only those selected for an interview will be contacted.

Applicant information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used to determine qualifications for employment

with the Town of Aurora. Questions about this collection of personal information should be directed to the Human Resources Division at 905-727-3123.

Artificial Intelligence Transparency Notice

At the Town of Aurora, we are committed to transparency and fairness in our recruitment process. While we utilize a recruitment system (ADP Workforce Now) with Artificial Intelligence (AI) powered capabilities, we do not currently use AI technology to screen, assess or select applicants relating to the recruitment process. While our system is equipped with AI tools, we prioritize a human-centered approach to recruitment. All candidate evaluations are conducted through direct human interaction, ensuring that hiring decisions are based on a thorough review of qualifications, skills, experience, and corporate cultural fit. We remain committed to transparency, fairness, and compliance with all relevant legislation, including Bill 149, in order to protect the rights and privacy of all applicants.