*A progressive city of 187,800 people located just a short 30-minute drive from Toronto, the **City of Oshawa** is one of Canada's fastest growing communities that is exceptionally positioned to live, work, learn and invest. Its strategic pursuit of sustainable growth, excellent community service delivery and cooperative partnerships have enhanced its quality of life advantage, while maintaining a strong commitment to financial stewardship.*

Job Title: Regular Full-Time Junior Support Analyst **Posting Number:** 005435

Department: Corporate & Finance Services **Branch:** Information Technology Services

Location: City Hall

Posting Start Date: 2025/07/21 **Posting End Date:** 2025/08/04 by 4:30p.m.

Employment Group: CUPE 251 **Salary Grade:** 08, $38.67 - $42.96 **Standard Weekly Hours of Work:** 36.25 **Shift Work Required:** No

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Job Description

Reporting to the IT Service Manager, or designate, the Junior Support Analyst provides initial triage of Enterprise Infrastructure technical support, deployment, and ongoing maintenance of corporate computer systems and telephone equipment.

Responsibilities:

- Provide initial call-handling and triage of incoming support issues by either various technologies or in-person with a focus on first-call resolution. Distribute complex problems and escalate significant issues or complaints to senior staff or management as required
- Provide technology and application guidance and training to City staff as needed
- Manage incident tickets and creating related supporting records/documentation
- Research and/or escalate information, bug fixes, feature requests, and coordinate with the development team or related vendors to resolve problems as appropriate
- Configure, deploy, troubleshoot, and repair where appropriate (e.g. various hardware and peripheral devices).

- Evaluate users' needs, define technical problems, and work with other ITS staff to determine solutions
- Perform ongoing/scheduled activities to maintain, monitor, and enhance overall system performance
- Support onsite and remote users with hardware, software, LAN and wireless configuration and connectivity
- Aide senior technical staff in project delivery and completion
- Support and demonstrate the City of Oshawa core values of Authenticity, Courage, and Trust

Requirements:

- Completion of four (4) year degree in Computer Science, Management Information Systems, or related discipline, plus two (2) years of related work experience, or an equivalent combination of education and experience
- Microsoft MCSA/MCSE, CompTIA Network+ and CompTIA A+ are considered an asset
- Strong customer service and troubleshooting skills to provide outstanding service to elected officials, staff and external agencies
- Excellent oral and written communication skills to deal effectively and tactfully with a broad range of senior management personnel, staff, external agencies and vendors
- Well-developed collaborative and interpersonal skills
- Proven administrative, reasoning, technical, analytical, research and problem solving skills
- Possess initiative, self-reliance, and a keen sense of responsibility, dedication, decisiveness in the performance of all duties
- Able to work and manage responsibilities in a high-paced environment, adjust to multiple demands, shifting priorities and ongoing change
- Ability to provide own transportation as required

This position is eligible for hybrid work.

As a condition of employment, the City of Oshawa will require successful candidates to undergo a Criminal Records and Judicial Matters Check.

Please be advised that position location as noted is at the time of posting and is subject to change, as required due to operational needs.

Apply online: https://oshawa.jobs.net/jobs

We would like to thank all applicants however, please note that only those selected to attend an interview will be contacted and all other applicants will be kept on file. Applicants are advised that written, oral and practical testing may form part of the selection process.

City of Oshawa employees need to apply through the intranet (iConnect) in order to be considered as an internal candidate. All applicants are encouraged to provide a valid email address for communication purposes. Please ensure that you check your email regularly to receive any correspondence.

The City of Oshawa is situated on lands and waters within the Williams Treaties Territory, home to seven First Nation communities of the Michi Saagiig and Chippewa Anishinaabeg, who have cared for and maintained these lands from time immemorial and continue to do so to present day. [Learn more](#)

We are an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code (OHRC). The City of Oshawa promotes the principles of diversity, equity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. The City of Oshawa encourages applications from women, Indigenous Peoples and persons of all cultures, ethnic origins, religions, abilities, ages, sexual orientations, and gender identities and expressions.

The City of Oshawa will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities and/or needs related to the OHRC. If you require an accommodation during the recruitment process or assistance with the application process please contact Human Resource Services. Personal information provided is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act.