

Township of Langley

Job Title:	Technical Support Specialist
Competition Number:	25-U096
Employment Type:	Regular Full-Time
Pay Rate:	\$34.63 - \$40.74 per hour (five steps, 2024 rates) plus benefits
Hours of Work:	35 hours per week; Monday to Friday, 8:30am – 4:30pm
Competition Opening Date:	July 28, 2025
Competition Internal Closing Date:	August 6, 2025
Competition External Closing Date:	August 11, 2025

Job Overview

The Township of Langley is currently recruiting for a regular full-time **Technical Support Specialist** to join our team of professionals in the IT Operations Department within the Information Technology Division. Reporting to the Manager, IT Operations, in this unionized position you will provide desktop user support and problem resolution services for the organization. This position will appeal to applicants who have the ability to multi-task and are committed to excellence in customer service.

Responsibilities

- Respond to user calls/emails, investigate and document software and hardware issues
- Identify issues, prioritize resolution timelines and assist in developing solutions
- Provide advice to users and assist in identifying and describing departmental computer requirements
- Assist in the evaluation, installation and configuration of software and hardware, follow-up on operational issues
- Prepare and maintain a variety of documents including procedures, user guides, files and reports
- Perform related work as required

Qualifications

- Completion of Grade 12 supplemented by courses in computer operations and applications and standard commercial courses plus sound related experience, or an equivalent combination of training and experience
- Considerable knowledge with one or more of the technologies used at the Township of Langley: Dell Computers, HP/Xerox printers, Adobe software, Microsoft Office 2019/365, SCCM for imaging & software installs, Microsoft Intune, Jamf, smartphones (iOS/Android), iPads, Audio/Video systems, Microsoft 365 (SharePoint, OneDrive, Teams), video conferencing peripherals, Active Directory
- Ability to investigate and document software and hardware problems, prioritize resolution requirements and correct problems of routine nature
- Certifications in one or more of the following is considered an asset: A+, Network+, ITIL, Windows 10/11, Microsoft/Office 365

Security Clearance for work at RCMP Buildings is required (not required as part of the application process, however, will be required upon consideration for employment)

Required Certifications/Licenses

Candidates **must** have the following valid and **current** certifications/licenses (must be valid at the time the posting closes) and these **must** be attached with your application.

- BC Class 5 (full privilege) Driver's License. You must include with your application a current **Personal Driving Record (select the 5-year option if obtaining online)** that has been obtained within 6 months of the closing date. To obtain a copy of your **Personal Driving Record**, please contact ICBC directly or the driving authority where you reside. Please note that a copy of your Driver's License and the Driver Factor Report **will not** be accepted.

Applications without the attached required documents above will be deemed incomplete and may not be considered. Please title your attachments with the number of this competition and have these documents ready to upload when you apply.

Apply Now

Visit tol.ca/careers to apply for this exciting career opportunity in a growing community. The Township of Langley is an equal opportunity employer.

We appreciate all applications; however, only short-listed candidates will be contacted for an interview.