
Service Desk Lead

DEPARTMENT:	Information Technology	STATUS:	Full Time
NO. OF POSITIONS:	1	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours per week	SALARY:	\$42.45 - \$50.13 per hour + comprehensive benefits package

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 85,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

The City of New Westminster is seeking a Service Desk Lead who will play a critical role in leading, coordinating, and providing IT support and problem resolution services to the organization. Reporting to the Manager, Client & Technical Services, your key responsibilities include:

- Serving as the technical team lead for the escalation of IT technical problems in the IT Service Desk team
- Provide hands-on technical support for a variety of hardware, software, phone, smartphone and AV systems support
- Monitoring and tracking service desk performance metrics such as ticket resolution times, customer satisfaction and team efficiency
- Configures and helps to maintain the Service Desk ticketing system
- Identifying and implementing process improvements to improve the overall customer experience
- Providing leadership and advice to client departments on small-to-medium IT projects
- Preparing training materials, user guides and delivering classroom training for IT orientations and common applications
- Overseeing and updating asset inventory information and maintenance records for a variety of end user hardware and software assets
- Generating a variety of reports such as inventory and service desk metrics
- Providing advice and assistance to users and departmental staff on technical matters

The ideal candidate will have considerable knowledge and hands-on working experience, with the following technologies:

- Microsoft Windows desktop operating systems
- Endpoint Management (mobile device management systems, enterprise anti-malware)
- Software packaging and deployment systems (SCCM)
- Laptops, Desktops, Printers, and common end user peripherals and equipment
- Smartphones (IOS and Android)
- Audio/Visual components (video conferencing, mics, webcams)
- Telephony (VOIP phones)
- PowerShell

If you have the following characteristics and qualifications, we want to hear from you!

- You have a passion for IT and enjoy working with different types of technology to provide solutions to your users
- You have graduated with a two-year diploma in an Information Technology-related field at an institute of technology or community college plus considerable related experience, or an equivalent combination of training and experience
- You have thorough knowledge of problem definition and solution techniques and a systematic approach to troubleshooting systems issues
- Your inquisitive nature fosters your ability to investigate and resolve operating system and hardware and related component problems
- You have the ability to establish and maintain effective working relationships with a variety of internal and external contacts and to employ exemplary service excellence principles
- You have the ability to work in a team-oriented, collaborative environment, including sharing information, cross training, and cooperation
- You have the ability to prepare and maintain a variety of records, statistics, and documentation related to the work
- You have the ability to prioritize workload and manage your time effectively
- You are capable of lifting equipment up to 30lbs
- A valid BC Drivers' license is an asset

Please apply with your cover letter and resume in one document at www.newwestcity.ca/employment by **August 19, 2025**.

Join a team of enthusiastic and innovative employees, and help us build a vibrant, compassionate, resilient city where everyone can thrive.

We offer our employees great work-life balance, competitive salaries, comprehensive health, benefit and retirement plans (a percentage in lieu of benefits for auxiliary positions), education and training opportunities and challenging and rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsurrendered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

This position is only open to those legally entitled to work in Canada.