



IT Technician

The Corporate Services Division of the City of Swift Current is looking for a qualified IT Technician to join our team. The IT Technician plays a critical role in supporting the IT team's efforts to deliver efficient and reliable software and hardware services to City staff and facilities. This position ensures smooth operation of network infrastructure, supports staff with IT needs, and contributes to various IT projects that improve operations. Reporting to the Director of Technology & Innovation, the IT Technician also ensures systems' adherence to City and regulatory standards, contributing to the security and reliability of IT services.

Key responsibilities

- Providing on-site and remote technical support for hardware, software, and network-related issues.
- Troubleshooting and resolving technical problems, ensuring minimal downtime and disruption.
- Installing, configuring, and maintaining computer systems, printers, mobile devices, and associated peripherals.
- Assisting with the technical requirements of onboarding and offboarding staff, including setting up and updating user accounts and IT equipment.
- Assisting with implementing policies and procedures for access to data.
- Monitoring the network for suspicious activity and reporting results to the Network Administrator(s).
- Controlling the distribution of software patches.
- Evaluating and provisioning mobile communication hardware.
- Executing effective procedures for lost/stolen/malfunctioning mobile devices.
- Collaborating with the IT team to support city-wide IT projects, including new software rollouts, system upgrades, and infrastructure enhancements.
- Documenting processes and procedures for IT systems and services.
- Conducting research on emerging technologies and recommending improvements.
- Promoting best practices and acceptable use of equipment.
- Monitoring and administering warranty claims.
- Mentoring IT summer students.
- Tracking department inventory for new purchases and re-allocated equipment.
- Disposing of obsolete equipment ensuring proper data removal procedures.
- Testing and assessing new equipment.
- Maintaining a drive imaging system to keep replacement machines available.
- Preparing, configuring and deploying hardware and software.

Required Qualifications

Education, Designations and Certifications

- Diploma in Computer Science or related information technology field.
 - A university degree in computer science or related IT field is an asset.
 - Certifications: CompTIA A+, CompTIA Cloud+ are assets.
- A minimum of two (2) years of experience in IT support roles.
- A combination of education and experience may be considered.
- Completion of Respect Group Training and a satisfactory Criminal Record Check required upon hire.

Knowledge

- Extensive knowledge of Microsoft Server and Desktop Operating Systems and data backup methodologies.
- Extensive knowledge of various file systems and sharing protocols, including cloud solutions.
- Knowledge of TCP/IP networking protocols.
- Commitment to continuous learning.

Skills

- Strong analytical and problem-solving skills.
- Strong organizational and time management skills.
- Excellent interpersonal and customer service skills.
- Excellent written and verbal communication skills, including the ability to effectively communicate with users who have varying levels of technical expertise.

Abilities

- Maintain a high level of confidentiality and use a high degree of discretion and tact.
- Strong attention to detail.
- Proven commitment to effective teamwork.

This is a full-time, permanent, out-of-scope position with a salary range of \$67,220.40 to \$81,788.85 annually. The City of Swift Current also offers a full employee benefit package and pension plan.

To apply, please submit a cover letter, resume, and three employment references by 11:59 p.m. on Monday, October 13, 2025 to:

Human Resources
City of Swift Current
P.O. Box 340
Swift Current, SK S9H 3W1
Email: recruitment@swiftcurrent.ca

***We wish to thank all candidates who apply,
however only those selected for interviews will be contacted.***