

The opportunity

Leduc County is looking for an experienced and highly motivated Information Technology Technician to join our team. Reporting to the Manager – Information Management and Technology, this exciting opportunity assists with operational information technology tasks. The technician is responsible for assisting service areas throughout the County with information technology requests and participating in various information technology projects.

About you

You are a team and relationship builder who promotes a safe, collaborative and professional work environment. You are committed to continuous improvement, customer service, innovation and supporting Leduc County's vision of growing a vibrant and spirited community.

If you excel working under pressure, and if forward-thinking, problem-solving, strategic planning and quick adaptability to change is second nature to you, keep reading because we want to hear from you!

What you will do

- Supports the operation and use of computers, telephony, and other electronic technologies.
- Installs and configures new computer systems and software, as required.
- Prepares end of life Information Technology (IT) assets for disposal.
- Provides help desk support on a variety of common end user applications such as Microsoft Office, Edge browser and Adobe Acrobat.
- Enters, updates, and follows up in the IT service request system as dictated by service levels.
- Maintains and troubleshoots the end user computer workstations and peripheral equipment (i.e., printers, scanners, digital cameras, etc.).
- Maintains documentation on systems and administrative procedures, as required.
- Adheres to guidelines as set out in Leduc County's policies and administrative directives.
- Accountable for working in compliance with the *Alberta Occupational Health and Safety Act*, Regulation and Code and participation in the Health, Safety and Wellness Program.
- Performs related duties as required.

What you need to succeed

Must-have

- A high school diploma and a minimum of one (1) year in a post-secondary information technology program.

- Troubleshooting experience with Microsoft Windows.
- Knowledge of common applications including Microsoft Office, Edge browser and Adobe Acrobat.
- The ability to work independently but recognize when assistance is needed.
- The ability to prepare and follow clear, concise documentation.
- Proficiency with desktop, laptop, and tablet hardware and working with Microsoft Office applications.

Nice to have

- A service focus with strong verbal and written communication skills.
- Experience managing timelines and deliverables for self-directed work.
- Experience in varied information environments.

What's in it for you

Our leadership team values your voice, input and is committed to your growth and success. We are committed to be our best and hire the best!

We offer a competitive annual salary of between \$50,576.00 and \$63,20.00, flexible work options that include: a one day/week hybrid work from home; Earned Day Off (EDO) program and others, a 100% employer-paid comprehensive benefits package, municipal pension plan, and a starting three-weeks vacation allocation.

The opportunity is permanent full-time and is 35 hours per week scheduled Monday to Friday, with some extended hours to meet operational requirements. The office is located at 101-1101 5 St. Nisku, AB.

How to apply

Applications must be submitted via our website leduc-county.com to be considered.

We thank all applicants however only those selected for an interview will be contacted.