
Service Desk Technician

DEPARTMENT:	Information Technology	STATUS:	Full Time
NO. OF POSITIONS:	1	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours per week	SALARY:	\$36.09 - \$42.45 per hour (2024 rates) + 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.

We are currently looking for a Service Desk Technician to join our knowledgeable and customer service centric team. The IT Service Desk is the first-point-of-contact for City of New Westminster staff in need of information technology and telecommunications assistance. Under direct supervision within well-defined procedures, you will provide service desk support to users by way of telephone, email and in-person in relation to desktop software and hardware, enterprise applications, print, telecom and mobile, installations, upgrades, moves, and changes.

You will:

- Be the first point of contact for customers either by phone, in person, or email
- Investigate, assess, mitigate, and resolve routine software, hardware, and communication problems on computers, printers, peripherals, and productivity technologies
- Work closely with internal teams to provide resolutions for customer requests
- Send citywide communications regarding service interruptions and outages
- Manage ticketing and prioritization of incidents and service requests, triaging more complex requests to next levels of support
- Assist with supporting council meetings on a rotational basis
- Assist with IT projects as required

Requirements:

- A post-secondary diploma in a technology-related field plus a minimum of two years related work experience or an acceptable equivalent combination of education and experience
- Certification in ITIL Foundation (v3 or v4) and/or CompTIA A+ is an asset
- Previous experience working in a Service Desk environment, familiarity with typical incident/service request workflows
- Sound knowledge and experience troubleshooting IT systems, software and computer peripherals
- Strong familiarity with Windows 10/11, MS Office and common office applications
- Strong familiarity with supporting mobile devices (smartphones, tablets, etc.)
- Familiarity with Microsoft M365 suite of applications
- Excellent ability to communicate and provide support to customers
- Ability to demonstrate initiative and manage time/priorities effectively
- Ability to identify and resolve routine technical problems using established procedures
- Strong ability to establish and maintain effective working relationships with staff at all levels
- Quick learner – able to adapt to new technologies

Please apply with your cover letter and resume in one document at www.newwestcity.ca/employment by **October 27, 2025**.

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

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.*