

BUILD A CITY. BUILD A FUTURE.



SUPPORT SPECIALIST 3 REGULAR FULL-TIME

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. Build a City. Build a Future at the City of Surrey.

EMPLOYMENT TYPE

Union - CUPE Local 402 - Regular Full-Time

SCOPE

The Support Specialist 3 is a senior Service Desk professional who plays a key role in day-to-day service delivery, service quality, and operational maturity. Working under general supervision with latitude for independent judgment, this role acts as a service leader and senior point of reference within the Service Desk. In addition to resolving complex technical issues, the Support Specialist 3 helps shape how service is delivered — coaching peers, improving communication standards, identifying emerging trends, and ensuring knowledge and documentation remain accurate, clear, and user-focused. This role supports the Service Desk Manager by strengthening daily operations, allowing leadership to focus on strategic and future initiatives.

RESPONSIBILITIES

The successful candidate will:

- Provide senior-level Service Desk support for desktop hardware, software, telecommunications, business applications, and related infrastructure.
- Deliver clear, professional, and empathetic communication to users, translating technical issues into understandable language.
- Act as an escalation point for complex, sensitive, or high-impact service issues.
- Draft, review, and improve end-user communications to ensure clarity, tone, and consistency.
- Serve as a senior point of reference for Service Desk staff by answering questions, demonstrating effective work methods, and modeling service-focused behaviors.
- Coach and mentor junior technicians, with particular attention to communication, customer experience, and troubleshooting approach.
- Provide informal leadership during daily operations, helping prioritize work and resolve issues efficiently.
- Review Service Desk tickets and service data to identify recurring issues, emerging trends, and systemic problems.
- Proactively recommend improvements to processes, workflows, documentation, or tooling to reduce repeat incidents and business impact.

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- Support problem management activities by contributing insight and analysis, not just reporting.
- Create, review, and maintain Service Desk documentation and knowledge articles, ensuring content is current, accurate, and written from a user perspective.
- Identify gaps or weaknesses in existing documentation and take initiative to improve them.
- Support the development of knowledge that enables self-service, automation, and future AI-assisted support models.
- Utilize service management tools and systems effectively to manage, track, and resolve work.
- Deliver non-standard or project-related work as assigned, within agreed timelines.
- Collaborate with other IT teams to ensure consistent service delivery and shared understanding of issues.
- Perform other job-related duties as required.

QUALIFICATIONS

- Post-secondary certificate in a related field plus 2 years of experience or an acceptable equivalent combination of education and experience.
- A+ Certification or acceptable equivalent.
- Information Technology Infrastructure Library (ITIL) Certification V3 or V4.
- Possess knowledge of core business applications and solutions, infrastructure capabilities, and tools.
- Effective communication skills and strong commitment to service excellence.
- Able to think critically and solve non-routine problems to meet timelines and quality expectations.
- The ability to work well within a team environment and foster a working environment that is respectful, honest, and inclusive.

OTHER INFORMATION

Pay Grade: 18
 Hourly Rate: \$34.75 (2024 Rates)

Pay Steps	Hourly Rates
Step 1	\$34.75
Step 2 (6 months)	\$35.71
Step 3 (18 months)	\$36.72
Step 4 (30 months)	\$37.91

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