# IT Help Desk Support Analyst - Job ID #2588

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| **Job Title** | IT Help Desk Support Analyst | **Status / Job Type** | Permanent Full Time |
| **Commission** | Corporate Services | **Department** | Information Technology |
| **Union Affiliation** | CUPE 181 (CITY HALL) - FT | **Number of Openings** | 1 |
| **Rate of Pay** | $40.93 to $43.54 | **Benefits Entitlement** | Yes |
| **Hours of Work** | 35 Hours Per Week | **Posting Date (4:30 pm)** | Mar 19, 2026 |
| **Existing Vacancy** | Replacement | **Closing Date (4:30 pm)** | Apr 2, 2026 |

## Position Summary

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our hybrid work environment. The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the IT Service Desk Supervisor, the Technical Support Analyst provides first line technical support to our user community for software and hardware-related problems and requests.  This positions serves as a liaison between staff and the IT department to resolve issues and ensure proper documentation and closing of Help Desk tickets using the IT incident Management System to manage and resolve problem incidents and service requests . The Analyst is responsible for managing inbound service requests by phone, walk-up requests and at times may be required to attend the client workstation to assist in person. Other responsibilities include ticket logging, troubleshooting and resolution of incidents throughout their lifecycle, escalation management, preparation and deployment of equipment, preparing training manuals and FAQ materials for easy-access end-user guidance. Providing excellent customer service is a key requirement of this role.

## Qualifications

Education

- Possess a three (3) year community college program or equivalent in computer systems or related field ITIL V3 Foundation certification preferred
- Demonstrated ability to work effectively within a team environment and on own initiative
- Customer service oriented individual
- Highly motivated & self-confident

- Demonstrated ability to interpret problems of a non-technical individual
- Demonstrated ability to work in a multi-tasked environment
- Able to react to change productively and handle other essential task as assigned
- Excellent telephone manners
- Good oral and written communication skills

Skills

- Excellent hardware and software troubleshooting skills
- Advanced knowledge of mobile device functions, operation and troubleshooting
- Ability to read computer instruction manuals and comprehend directions therein in order to remedy minor issues related to hardware or software
- Previous experience using trouble ticket logging systems preferred
- Previous experience supporting mid-size corporation network of users preferred
- Interpersonal skills necessary to train others in computer systems / software programs used within the Corporation
- Ability to provide customer with outstanding customer care and service at all times
- Strong sense of responsibility and highly motivated to improve processes and procedures
- Exhibit solid communication skills, both written and verbal with the ability to communicate and articulate technical information into layman terms
- Detail oriented

Work Experience

- Minimum 2-3 years' experience working with Microsoft operating systems, i.e. Windows 7 and above
- Minimum 2-3 years' experience performing end user application and hardware support
- Minimum 2-3 years' experience performing diagnostics and troubleshooting end user hardware
- General knowledge of Apple IOS operating system and device operations
- Experience building desktop systems using imaging technologies

To apply on-line, please visit the City of Brantford website at https://brantford.ca/careers and click on Current Opportunities.

Closing date for applications: Thursday, April 2, 2026, at 4:30 p.m.

Information gathered relative to this position will only be used for candidate selection. We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted.

Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process.  Applicants need to make their required accommodations known in advance.