

IS Support Technician (Regular)

Job Requisition	JR-2026-138 IS Support Technician (Regular) (Open)
Job Family	CUPE
Start Date	2026-06-11
End Date	2026-06-26
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/Community-Services-Building/IS-Support-Technician--Regular-_JR-2026-138
Description	Internal Closing Date: Jun 19, 2026

External Closing Date:

Jun 26, 2026

Note: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.

Hourly Rate:

39.51

Minimum Weekly Hours:

35

Reporting to the Manager, Enterprise Support, this position provides basic to intermediate technical support for end users and a variety of general and specific network, PC, and peripheral-related troubleshooting and repairs.

Duties Include:

- Provides basic and intermediate technical support including but not limited to: repairing and setting up computer hardware, software, and user profiles.
- Performs local and network administrator tasks including but not limited to: active directory administration, restarting services, and editing basic file and folder access permissions.
- Assists in supporting the City's network infrastructure and all connected devices.
- Provides identified expertise and service to staff and elected officials using well-developed communication, discretion, and interpersonal skills.
- Documents all procedures and technical resolutions as required.
- Performs deployments and implementations of technical products and programs for the City.
- Assists with the coordination and delivery of training for end users.
- Updates departmental asset tracking and inventory data.
- Assists with providing basic coverage of duties for the Enterprise Support Team as required.
- Performs other related duties as assigned.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Completion of A+ certification or recognized post-secondary program in information

technology.

- Minimum three years' current experience supporting Microsoft products and computer hardware in a technical capacity.
- Valid British Columbia Class 5 Drivers License.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Ability to exercise mature judgement regarding confidential and sensitive information.
- Possesses practical knowledge and experience with current Windows Operating Systems and programs.
- Working knowledge of PC based peripheral devices.
- Considerable knowledge and experience with computer and related software and general office equipment.
- Considerable experience troubleshooting hardware and software issues.
- Exceptional interpersonal and communication skills with a commitment to teamwork and customer service.
- Ability to work with minimal supervision.
- Ability to obtain and maintain an acceptable criminal record check.
- Ability to obtain and maintain RCMP Secret Security Clearance.

Preferred Education and Experience:

- Peripheral troubleshooting experience.
- Hardware certification from various tier one vendors.
- Microsoft Entra ID and Intune experience.
- VOIP knowledge.
- Microsoft "365" Certified - minimum one Certification

To Apply:

Please submit your resume, quoting the appropriate competition online at [vernon.ca/careers](https://www.vernon.ca/careers) by selecting "apply" and creating a candidate profile.

- Internal applicants are asked to apply using their worker profile.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. Please note that we are unable to accept phone calls regarding application status.

Worker Sub-Type	Permanent
Location	Community Services Building
Time Type	Full time
Locations	
Supervisory Organization	Information Services