



SERVICE DESK TECHNICIAN

West Kelowna is a thriving city that has a rural sophistication appeal and is a haven for outdoor recreation. Sun-soaked lakeshores, agricultural charm, and access to urban jobs and living have made West Kelowna the place to be. We maintain a deep connection with our agricultural roots, and we celebrate the one-of-a-kind character of our community.

What We Offer:

Improved vacation package, 3 weeks prorated in 1st year/4 weeks vacation at 2 years, competitive salaries, excellent benefits, numerous employee wellness incentives, an earned time off program and professional development opportunities. Build your future with a City who was proudly presented the BC Municipal Safety Association Organizational Safety Excellence Award for leadership, dedication, and diligence in creating a safer and healthier workplace.

Summarized Position Responsibilities:

The Service Desk Technician provides front-line technical support to employees by receiving, documenting, categorizing, and prioritizing incidents and service requests. The position troubleshoots and resolves a variety of hardware and software issues, including printer, point-of-sale (POS), network, desktop, and office system concerns, while providing guidance and instruction to users on technology functionality. The Technician escalates more complex issues to Tier 2 support as required and assists with workstation setup, user accounts, access permissions, and onboarding of new team members. Responsibilities also include maintaining third-party and in-house systems, desktop hardware and software, network and phone systems, knowledge bases, and FAQs; preparing technical documentation and user manuals; and performing duties in accordance with established Occupational Health and Safety procedures. Other related duties may be assigned as required.

Our Ideal Candidate:

- Two year diploma or certificate in Computer Science or equivalent, plus Microsoft Technology Associate (MCA) certification or an equivalent combination of education and experience
- A minimum of 2 years experience in a related position
- Ability to obtain and maintain a Police Information Check
- Valid Class 5 Driver's License
- Two year diploma or certificate in Computer Science or equivalent, plus Microsoft Technology Associate (MCA) certification or an equivalent combination of education and experience
- A minimum of 2 years experience in a related position
- Ability to obtain and maintain a Police Information Check
- Valid Class 5 Driver's License (or equivalent)

Applications are accepted online at westkelownacity.ca/jobs. We thank all applicants for their interest; however, only those selected for further consideration will be contacted. We will be contacting applicants who meet our requirements as applications are received and this posting may close ahead of the official closing date if a successful candidate is identified.

Competition No. 26-43E | Opens August 24, 2026 | Closes September 14, 2026

Full Time – Permanent | 35 hrs/wk | \$38.17/hr

Benefits | Municipal Pension Plan | 4 weeks vac at 2 years