

IT SYSTEMS SUPPORT ANALYST I

Full Time – Monday to Friday 35 hrs/week

Wage Range - \$44.80 – \$53.49 per hour

The Town of Sylvan Lake is a thriving, connected lakeside community where career opportunity meets an exceptional quality of life. Located just 15 minutes from Red Deer and within easy reach of both Calgary and Edmonton, Sylvan Lake offers the amenities of a larger centre with the warmth and balance of a smaller community. From the beautiful lakeshore, beach, and waterfront park to year-round recreation and local events, this is a place where you can genuinely enjoy work life balance within walking distance from your office.

At the Town of Sylvan Lake, we are proud of the positive, collaborative culture we continue to build. Our team is guided by accountability, engagement, innovation and inclusivity, and we are committed to creating a respectful, supportive workplace where people feel valued and empowered to do meaningful work. If you are looking to bring your expertise to an organization that invests in its people and contributes directly to a vibrant, growing community, apply now!

SUMMARY OF FUNCTION

The IT Systems Support Analyst I provides advanced technical support and administration for the Town's enterprise technology environment. This position plays a key role in maintaining and enhancing Microsoft 365 services, business applications, endpoint management platforms, and user access systems. The role contributes directly to the Town's strategic focus on innovation, operational excellence, and digital service delivery by supporting reliable, secure, and efficient technology solutions across the organization.

KEY DUTIES AND RESPONSIBILITIES

- Provide Tier 2 technical support for hardware, software, mobile devices, and enterprise applications, resolving complex issues escalated from front-line IT support.
- Administer and support Microsoft 365 services including Teams, Exchange Online, SharePoint, OneDrive, Intune, and Entra ID to ensure secure and efficient collaboration across the organization.
- Support and maintain critical municipal business systems including Dynamics, Lucity, geographic information systems, and other corporate applications.
- Analyze, troubleshoot, and implement solutions for infrastructure, cybersecurity, endpoint management, and service-impacting issues while collaborating with vendors and internal stakeholders.
- Participate in system upgrades, testing, implementation projects, and technology improvements that enhance business processes and support the Town's digital transformation initiatives.

TRAINING, SKILLS, AND ABILITIES REQUIREMENTS

- Diploma or post-secondary education in Information Technology, Computer Systems, Network Administration, or a related discipline.
- Experience supporting enterprise technology environments, Microsoft 365 platforms, and end-user computing solutions.
- Experience administering cloud-based business applications and endpoint management solutions is considered an asset.
- Microsoft 365 Fundamentals (MS-900) certification or equivalent (asset).

Profit from work-life

balance

- Microsoft Azure Fundamentals (AZ-900) certification (asset).
- Microsoft Endpoint Administrator Associate certification (asset).
- CompTIA A+ certification (asset).
- ITIL Foundation certification or equivalent IT Service Management certification (asset).
- Cybersecurity, cloud computing, or service management certifications (asset).
- Valid Class 5 Alberta Driver's Licence with a satisfactory driver's abstract.
- RCMP-based Criminal Record Check (or Vulnerable Sector Check) acceptable to the Town.
- Strong knowledge of Microsoft 365 services including Teams, SharePoint, Exchange Online, OneDrive, Intune, and Entra ID.
- Working knowledge of Windows operating systems, networking concepts, endpoint management, and hardware support.
- Understanding of identity and access management, mobile device management, cloud services, and cybersecurity best practices.
- Excellent analytical, troubleshooting, and problem-solving abilities.
- Strong organizational skills with the ability to manage competing priorities and maintain attention to detail.
- Ability to communicate technical information clearly to users with varying levels of technical expertise.
- Demonstrated commitment to customer service, collaboration, professionalism, and continuous learning.

To be successful in this role, you will be a proactive and customer-focused technology professional who enjoys solving complex technical challenges, supporting organizational innovation, and building positive relationships across departments. You will excel in a collaborative environment, demonstrate sound judgment, and be committed to delivering reliable and secure technology solutions that help employees serve the community effectively.

In addition to a fantastic community culture and exceptional work-life balance, the Town of Sylvan Lake offers:

- Health, Dental, Life, and Disability benefits with 100% of premiums paid by the Town
- Local Authorities Pension Plan (LAPP)
- Wellness program including wellness spending, paid wellness time, and sick leave
- Ongoing training, development, and professional growth opportunities

To apply, please submit your resume and cover letter to employment@sylvanlake.ca.

Applications will be accepted until September 20, 2026.



The Town of Sylvan Lake is an equal opportunity employer and strongly supports diversity in the workplace; all candidates who are authorized to work in Canada and meet the qualifications are welcome to apply. We thank all applicants for their interest in this position; however only those candidates who are selected for an interview will be contacted.