We’re looking for a Help Desk Technician (up to 18 months) to join Clarington’s Finance and Technology team!

Why Clarington?

Clarington is a community full of possibilities.

As one of the fastest-growing municipalities in Durham Region, Clarington is home to over 107,000 residents across four urban centres and 14 hamlets. With our population expected to double by 2051, Clarington offers a perfect blend of urban living and small-town charm. We’re known for our thriving energy and agricultural sectors, vibrant historic downtowns, and exceptional quality of life.

Our team thrives in a collaborative environment that promotes work-life balance and meaningful community impact. We value accountability, integrity, and respect, and we are deeply committed to fostering equity, inclusion, and diversity in the workplace. Together, we’re building a stronger Clarington — for today and for future generations.

The future is bright – and working with the Municipality of Clarington means you can help shape it. How will you make your mark?

About the Role

Vacancy Statement: Unless specifically stated, all job postings at the Municipality of Clarington are to fill existing vacancies within our organization.

Work Model: Front Line

The Information Technology Division requires a Help Desk Technician. Reporting to the Client/Application Services Supervisor, the Help Desk Technician acts as the initial point of contact and communication for all technical incidents, service requests or questions. The successful candidate must be available to be on-call on a rotational basis for after hours support, which includes occasional evenings and weekends.

Key Responsibilities

- Monitoring all avenues of communication with IT, act as the initial point of contact for all incidents and service requests.
- Logging all relevant incident/service requests details.
- Performing initial troubleshooting and support for all incidents reported to re-establish normal business function as quickly as possible.
- Escalating incidents/service requests that cannot be resolved by the Help Desk according to established guidelines.
- Performing 1st level problem management support where able.
- Communicating with users; keeping them informed of incident progress, notifying them of impending changes or agreed outages, etc.

- Creating and maintaining accurate and complete documentation related to Help Desk procedures and policies as well as all technical user-oriented documentation.
- Providing basic training/assistance with hardware, software, and telephones.
- Updating and maintaining IT equipment and software inventory on a regular, consistent basis.
- Maintaining and tracking warranty information on hardware; manage vendor support calls.
- Complying with all health and safety practices as it relates to the work, standard operating guidelines, and the Occupational Health & Safety Act
- Perform other duties as assigned, including those specific to the department.

What you bring

- A post secondary education in computer science from an accredited institution and/or a combination of education and work-related experience.
- Up to one year demonstrated Information Technology experience, preferably in the municipal sector.
- Extensive experience working with Windows OS 10/11, Active Directory, Exchange clients, and other Microsoft Office 365 applications.
- Excellent communication, both verbal and written, and interpersonal skills.
- Training in and strong understanding of customer service practices.
- Experience with Great Plains, VTAX, AMANDA would be an asset.
- Strong organizational skills and time management skills.
- Able to adapt to changing priorities, meet deadlines and deal with interruptions.
- Strong troubleshooting and problem-solving skills.
- Ability to multi-task and work effectively in a fast-paced environment.
- Able to work independently or with a team.
- Possess and maintain a valid Ontario Driver's License Class "G" with a clean Driver’s Abstract and access to reliable transportation.
- Excellent written and verbal communication abilities.
- A commitment to exceptional customer service and professionalism.
- Must be legally entitled to work in Canada.

What we offer

- Wage: $56,884 to $70,916 - Code 6 of the 2026 Inside Collective Agreement.
- A comprehensive benefits and pension program to ensure that your total compensation package addresses both your work and life needs.
- Hours of work: 35 hours per week

Additional Information

A satisfactory criminal record check and proof of qualifications will be required for the successful candidate.

Pre-employment testing may consist of written and oral assessments. To be considered successful, candidates must achieve a minimum score of 60% on each test. The highest score attained across the assessments will be used in the final award decision.

How to Apply

Applications will be accepted until **November 23, 2026, at 11:59pm**.

To learn more about employment with the Municipality of Clarington and to apply for this exciting and challenging opportunity, visit: www.clarington.net/careers.

We thank all applicants for their interest. Only those selected for further consideration will be contacted.

Our Commitment to Equity

The Municipality of Clarington is a progressive and inclusive employer committed to equity, diversity, and creating a respectful and barrier-free workplace.

Accommodations are available throughout the recruitment process in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*. To request support or accessible formats, please contact the Human Resources Division at careers@clarington.net.

Privacy

Applicant information is collected under the authority of Section 11 of the *Municipal Act, 2001* for the purpose of evaluating the applicant. Questions about this collection can be directed to Human Resources at careers@clarington.net.