Client Support Analyst

The City of Campbell River is looking for an experienced **Client Support Analyst** to join our Information Technology Team.

Naturally, Campbell River – *Located on Vancouver Island, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching.*

The role: Working as part of the IT team, the Client Support Analyst provides frontline and intermediate technical support to City staff and the RCMP central helpdesk, ensuring the reliable operation of computer systems, software applications, mobile devices, network access, and peripheral equipment.

This role is responsible for troubleshooting and resolving hardware, software, and connectivity issues, managing helpdesk requests, supporting technology projects, and assisting users in maximizing the effective use of IT resources. The role supports a variety of software applications, including but not limited to Microsoft Windows operating systems, Microsoft Office Suite, Microsoft 365, and related business applications.

Working closely with internal clients this role delivers timely, responsive, and customer-focused technology support across the organization.

Client Support Analyst Job Description

What we offer: The rate of pay for this permanent full-time CUPE bargaining unit position is $37.76 per hour based on a 35-hour work week. We offer a comprehensive benefits package which includes 3 weeks paid vacation, extended health and dental coverage, life insurance, short term disability and municipal pension plan. This position is eligible for flexible work arrangements, however, is not a hybrid or remote position.

Our ideal candidate will have the following qualifications:

- Minimum of three (3) years of related experience in an IT Client Support role, preferably in a municipal or police environment, within the last five (5) years.
- Two (2) year diploma in the field of computer sciences or information technology from a recognized post-secondary institution **or** the equivalent industry standard.
- CompTIA A+ Certification or equivalent certification.
- Possess and maintain a valid Driver's Licence and produce and maintain a clean driver's abstract, as per City policy.
- Microsoft role-based certifications related to Azure and Cloud environments are considered an asset.
- **As a condition of employment**, the successful applicant "Must pass and maintain RCMP Secret Level Security Screening"

Our ideal candidate will also possess strong analytical, troubleshooting, and problem-solving skills, a commitment to exceptional customer service, and the ability to adapt to evolving technologies. The successful applicant will be a collaborative team player with excellent communication and relationship-building skills.

Posting closing date: November 18, 2026

Posting number: 26-040-3

Please apply using the 'Apply Now' link below.

When you apply: You will be asked to upload a cover letter and resume as part of the application process. You may also be asked to answer some screening questions related to the position.

Questions about this position? Email careers@campbellriver.ca

City of Campbell River

Apply Now