



SUPPORT DESK TECHNICIAN (Regular)

Competition #: 153-COV-22

Closing Date: Internal applicants – October 11, 2022
External applicants – October 18, 2022

Rate of Pay: \$38.38 per hour (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)

Band: 10 – Schedule A (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)

Days/Hours: Monday to Friday / 35 hours per week

Reporting to the Coordinator, Information Systems, this position performs a variety of administrative and technical support duties and assists with product implementation. This position is also called upon to assist in the financial planning of the division.

Duties:

- Provides light to moderate software and hardware support, for all city systems, as required.
- Assists in the setup, administration and management (including security, licensing, maintenance and upgrades) of the City's Enterprise systems.
- Assists in providing IS Enterprise service products training.
- Assists in the management of the Active Directory structure and file management.
- Performs setup of new staff and removal of exiting staff from city systems. This includes, but is not limited to, network accounts, email accounts, IP phone and voicemail, licensing and enterprise software access.
- Administers IP Phone system, customize/program phones, set-up call routing and troubleshoot issues. Provides recommendations and consulting as required. Liaises with external contractors when necessary.
- Administers Unity Voice Mail system, set-up users and troubleshoot issues.
- Provides VPN Firewall support for internal and external users.
- Assists with tracking of IT infrastructure products for staff use and disaster recovery/redundancy.
- Provides accurate recording of licensing records.

- Participates in business plan development.
- Provides minimal basic coverage for the Information Services Clerk and Digital Communications Specialist positions as needed.
- Point of contact for mail folder/inserter and photocopiers. Liaises with contractors when necessary.
- 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:

- Office administration certification or equivalent experience.
- VOIP Certification.
- Minimum 3 years working in a computer administrative or technical environment, with the ability to do light to moderate technical work and includes a minimum of 2 years' clerical experience.
- Minimum 2 years' experience related to enterprise software.
- BC Driver's Licence, Class 5.
- Certification in Microsoft products or equivalent formal education.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Extensive experience with Microsoft products, O/S and applications.
- Experience with inventory control and stock.
- Exceptional organizational abilities, including experience as a software or project coordinator.
- Experience using Wireless devices and Enterprise Software.
- Ability to troubleshoot fax/copiers/printers issues.
- Ability to work independently and as a team member.
- Ability to communicate effectively orally and in writing.
- Ability to adhere to and share divisional rules, regulations, policies and procedures.

Preferred Education and Experience:

- Microsoft Exchange administration.
- Financial experience preferred.
- Municipal government experience.
- Teaching or training background desirable.

Conditions of Employment:

- As a fundamental term and condition of employment with the City of Vernon, candidates will be required to provide proof of full vaccination against COVID-19.

To Apply:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using **one** of the following methods:

- Online at www.vernon.ca (In MS Word or PDF Format) or
- By Fax: (250) 550-3551

Internal applicants are asked to complete the *Internal Application Form* located on Jostle and forward this along with a resume.

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. No phone calls please!