

DEPARTMENT:	IT	STATUS:	Temporary Full-time
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours per week	SALARY:	\$32.24-\$37.92 per hour (2021 rates) Plus benefits

The City of New Westminster is currently looking for a Service Desk Technician to join our knowledgeable and customer service centric team. The IT Service Desk is the first-point-of-contact for City of New Westminster staff in need of information technology and telecommunications assistance. Under direct supervision within well-defined procedures, you will provide service desk support to users by way of telephone, email and in-person in relation to desktop software and hardware, enterprise applications, print, telecom and mobile, installations, upgrades, moves, and changes.

You will:

- Be the first point of contact for customers either by phone, in person, or email
- Investigate, assess, mitigate, and resolve routine software, hardware, and communication problems on computers, printers, peripherals, and productivity technologies
- Work closely with internal teams to provide resolutions for customer requests
- Send citywide communications regarding service interruptions and outages
- Manage ticketing and prioritization of incidents and service requests
- Assist with supporting council meetings as required
- Assist with IT projects as required

Requirements:

- Grade 12 and a post-secondary certificate in a technology-related field
- A minimum of two years related work experience or an acceptable equivalent combination of education and experience
- Certification in COMPTIA A+ or acceptable equivalent
- Sound knowledge and experience troubleshooting IT systems, software and computer peripherals
- Strong familiarity with Windows 10, MS Office and common office applications
- Familiarity with Microsoft M365 suite of applications
- Excellent ability to communicate and provide support to customers
- Ability to identify and resolve routine technical problems using established procedures
- Strong ability to establish and maintain effective working relationships with staff at all levels
- Effective time management and prioritization skills
- Quick learner – able to adapt to new technologies
- Ability to lift or carry equipment weighing up to 30 lbs.

Apply by sending your **cover letter and resume in one document** quoting the competition number, by June 23, 2022 to the Human Resources Department, City of New Westminster, 511 Royal Avenue, New Westminster, BC, V3L 1H9, e-mail to hr@newwestcity.ca using the following format in the subject line: **LAST NAME First Name #22-118**

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

*New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples.
It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.
We are learning and building relationships with the people whose lands we are on.*

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

This position is only open to those legally entitled to work in Canada..