

JOB POSTING

POSITION(s): Full- Time Entry Level IT Help Desk Technician

HOURS: Monday to Friday 80 hours Bi-Weekly

RATE OF PAY: \$19.00 - \$22.00 per hour

POSTING DATE: Wed. Oct. 2, 2018

CLOSING DATE: Wed. Oct. 16, 2018 @ 4 p.m.

NATURE OF POSITION:

This position is an entry level position that involves coordinating local area computer network activities and provides technical support to all levels of the Agency.

JOB REQUIREMENTS:

- Post-secondary degree/diploma in IT or related field preferred and/or related experience in computer application.
- Demonstrated knowledge and application of Windows XP/7/8/10; Accounting software, Data base software, Design software, Development software, Internet software Microsoft Office software and ideally have networking and server knowledge.
- Managing support calls and acting as a first point of contact.
- Identifying, investigating and troubleshooting technical problems in a timely manner.
- Great communication skills, speaks clearly and professionally in positive or negative situations
- The ability to work with minimal supervision.
- Provide onsite support to various locations operated by the agency.
- Install, configure and troubleshoot computer and related equipment and software applications.
- Work without-sourced IT service providers and other internal departments to report and resolve software, hardware and operations problems.
- Training of users on products, procedures, processes serviced by the IT department.
- Document or update IT procedures, and create support knowledge base articles as required.
- Participate in feasibility studies and explore suitability of all IT technology, equipment and software products.
- Valid Police Record Check, driver's license and clean driver's abstract, certification in CPR, First Aid are required.

Interested applicants must apply in writing with a **detailed cover letter and updated resume to:**

hr@cl-grimsbylincoln.ca OR Human Resources
191 South Service Road, Grimsby, ON. L0R 1B0
OR - FAX 905-563-8887

We thank everyone in advance for expressing their interest in this posting, however only those applicants who will be granted an interview will be contacted.

We are an equal opportunity employer and will provide accommodation for applicants with disabilities throughout the recruitment and hiring process.