



Client Support Analyst Full-Time

Campbell River Region
Campbell River

Wednesday September 2, 2026

\$31 - \$40/ hour (\$37.76 per hour)

Company: City of Campbell River

Website: <https://www.campbellriver.ca/>

Industry: Technology

Remote/Camp Based Job: No

How to apply:

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.

<https://smrtr.io/BFZmC>

Attachment: [Client Support Analyst- External Ad \(26-040-2\).pdf](#)

Expiry Date:

Wednesday, September 16, 2026

Details:

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.

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. Posting closing date: September 23, 2026 Posting number: 26-040-2

Qualifications & Experience:

- 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.
