

CLIENT SUPPORT ANALYST

The City of Campbell River is seeking a **Client Support Analyst** to join their Information Technology team.

Naturally, Campbell River – Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. 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 - you will provide technology support, problem resolution services and troubleshooting to the organization by way of Level One and Level Two client support duties, including Helpdesk and RCMP Central Helpdesk task priorities.

To be successful in this role you will have:

- Grade 12
- 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
- Must possess and maintain a valid Driver's Licence, and produce and maintain a clean driver's abstract, as per City policy.
- 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.
- **As a condition of employment, you will be required to pass and maintain an RCMP Secret Level security screening.**

The rate of pay for this permanent, full-time, CUPE bargaining unit position is **\$33.14 per hour** based on a 35-hour work week and includes a comprehensive benefits package.

Please see the attached for information on this exciting opportunity and to view a detailed job description that lists all the duties and necessary qualifications for this position.

This posting closes on Wednesday, September 18, 2024.

Please send your resume with covering letter, quoting **Competition EXT-24-073-2** to:



Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

We thank all applicants, however, only those selected for interviews will be contacted.

CLIENT SUPPORT ANALYST

Approval Date:	July 2024	Department:	Information Technology
<input type="checkbox"/> IAFF	<input checked="" type="checkbox"/> CUPE	<input type="checkbox"/> Management	
Title of Management Supervisor:	IT and Information Security Manager or Supervisory designate		

General Accountability:

Purpose and Scope

Under the direction of the IT and Information Security Manager or Supervisory designate, the Client Support Analyst provides technology support, problem resolution services and troubleshooting to the organization by way of Level One and Level Two client support duties, including setting Helpdesk and RCMP Central Helpdesk task priorities.

Nature and Scope of Work

- Provide onsite and remote (by phone, email, teams) technology support, problem resolution and troubleshooting services to staff.
- Troubleshoot a variety of software, hardware, and network communication problems in a timely manner.
- Update help desk tickets, resolve support requests or escalate as required.
- Provide advice and assistance to clients to enable them to optimize IT related products, services, and equipment.
- Prepare PC's and laptops for use, with appropriate hardware and software installed, delivers and tests at site.
- Undertake diagnostics and testing of new and used printers at all locations.
- Install and test peripheral devices at all locations (e.g. mobile devices, label printers, scanners, webcams etc.).
- Assist users with software applications; prepares user guides and provides routine assistance for computer and network operations.
- Perform routine network and system administration tasks required to set-up and configure clients on the network (e.g. monitoring and setting security access, correcting passwords).
- Liaise with vendors as required for timely task resolution of hardware and software problems.
- Undertake and lead projects in the Client Support area (e.g. one-drive training, SharePoint etc.)
- May assist with the Helpdesk function including: acting as the coordinator of the Helpdesk / Asset Management System; assigning tasks; setting task priorities for City or RCMP; following up on call resolution; generating and reviewing monthly support ticket statistics to determine significant areas of concern; identifying corporate training needs and responding to call analysis requests.
- Other duties as may be assigned.

Necessary Qualifications

Knowledge:

- Thorough knowledge of personal computer technology and Microsoft Windows operating systems; applications and tools; presentation tools; and documentation techniques.
- Working knowledge of help desk management software tools.
- Working knowledge of computer workstation setup.
- Knowledge of the practices and procedures used by the City and RCMP in the operation of telephone and computer hardware and software related to the work performed.
- Knowledge of the function of city departments, RCMP detachment services and their requirements.

- Working knowledge of WorkSafeBC regulations and safe work procedures.

Skills:

- Thorough knowledge and ability to be considered an advanced user in corporate-wide applications, Office 365 Suite of applications and an intermediate level user in other commonly used applications (e.g. latest Windows operating systems, MS Teams, MS Publisher, MS Project, MS Visio, remote desktop services; RCMP Experience only - Prime, CPIC, JUSTIN, Livescan).
- Excellent analytical and problem solving.
- Effective written and oral communication skills
- Excellent organizational and time management skills.
- Safe work habits and practices.
- Ability to tactfully deal with clients and the public.

Abilities:

- Ability to quickly analyze issues and determine best course of action using available resources.
- Ability to multitask, set priorities and work with minimal supervision.
- Ability to work as part of a team.
- Ability to prepare technical documentation on procedures and guidelines for City staff and client support staff.
- Ability to continually learn and adapt to new and changing technology.
- Ability to deliver a high level of customer service and deal calmly, courteously and tactfully with all clients.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Must have physical strength and ability to perform the work.
- Ability to Pass and maintain RCMP Secret Level security screening – ***Condition of Employment.***

Education:

- Grade 12
- Two (2) year diploma in the field of computer sciences or information technology from a recognized post-secondary institution **or** the equivalent industry standard.

Training:

- CompTIA A+ Certification or equivalent certification.
- Must possess and maintain a valid Driver's Licence, and produce and maintain a clean driver's abstract, as per City policy.

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.

Preferred Criteria (for external posting)

- Microsoft Certified Solutions Associate (MCSA) or equivalent certification.
- Note: For short or long-term auxiliary assignments less than six (6) months, the condition of an RCMP Secret Level Security Screening is waived.