

Located an hour east of Toronto, the thriving Southeastern Ontario community of Northumberland County has a rich history of agricultural production, world-class manufacturing, and economic viability. As the upper tier of municipal government, we weave together seven diverse yet complementary municipalities.

Currently, we are looking to fill the following vacancy:

## Technical Support Analyst

- Temporary, full-time position

(Approx. 6 month contract with potential to become permanent, full-time subject to approval)

Reporting to the IT Business Relationship and Client Services Manager, the Technical Support Analyst will primarily be responsible for installing, configuring, and maintaining the server, network and/or telecommunications infrastructure of the Information Technology department, and providing tier-2 level support to the Service Desk.

This will be accomplished by ensuring the availability of client/server applications, configuring new implementations, and developing processes and procedures for ongoing management of the server environment and/or the planning, developing, installing, configuring, maintaining, supporting, and optimizing of all endpoint devices, local and wide area network connections, corporate servers, associated software, and communication links and/or the configuration and optimization of all mobility & telephone systems and services, voicemail and PBX communication systems, video conferencing environments and audio visual systems, both internally and those integrated with Internet-based services. Where applicable, the Technical Support Analyst will assist in overseeing the physical and logical security, integrity, and safety of the infrastructure.

Tier-2 support includes receiving, prioritizing, documenting, and actively resolving end-user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as requiring that the individual give in-person, hands-on help at the end-user level.

### Qualifications & skills:

- Post-secondary degree or diploma in Computer Sciences and/or 5 years of relevant experience or equivalent combination of training and experience.
- Experience working within a Police force environment (e.g. Niche RMS, CPIC, Lanier Fusion Voice) would be an asset.
- MCSE or equivalent certification is preferred.
- Extensive knowledge and experience with server (e.g. AD, VDI/VShpere, Exchange, Win2008+) and/or network (e.g. LAN, WAN, WiFi, VLAN, Fiber) and/or telecommunications (e.g. PBX, SIP, mobile) infrastructures.
- Advanced knowledge of computing hardware including desktops, laptops, tablets, smartphones, phones, printers and other common peripherals.
- Experience with operating systems including Windows (7 to 10 and server), Mac OSX/iOS, and Android.
- Extensive application support experience with MS Office, Outlook and other common enterprise-level applications.
- Experience in providing Tier-2 technical support.
- Familiarity with the fundamental principles of ITIL.
- Strong work ethic and a positive team attitude with the ability to work independently.
- Relational skills are required to ensure effective corporate representation when interacting with internal staff and external clients and members of the public.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Sound analytical, organizational, time management and conflict management skills.
- Able to work under pressure with speed and accuracy.

A valid Class G driver's license with a clean abstract and access to a personal vehicle is required. A 3 year uncertified driver's record obtained from Service Ontario must be submitted with your resume. **Resumes submitted without an acceptable driver's abstract will not be reviewed.**

The successful candidate will be required to submit a satisfactory criminal background check prior to the commencement of employment. We thank all applicants for their interest, however, only those selected for an interview will be notified.

When emailing your application, please indicate what source you found this posting in and please ensure your cover letter, résumé, and any other supporting documents are submitted in one file (preferably MS Word (.doc or .docx) or Adobe (.pdf)). Please also indicate in your cover letter your preferred method of contact: text, email, or phone call.

We invite you to submit your application **by 4:30pm on Friday, September 28<sup>th</sup>, 2018** to:

Human Resources

County of Northumberland

555 Courthouse Road

Cobourg, ON K9A 5J6

**Email: [hr@northumberlandcounty.ca](mailto:hr@northumberlandcounty.ca)**

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to [accessibility@northumberlandcounty.ca](mailto:accessibility@northumberlandcounty.ca) or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.