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Job Details

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[» Apply Now](#)**Title** User Support Specialist**Department** Information Technology**Job Status** Regular Full Time**Posting Status** Accepting Applications**Employment Group** CUPE**Job ID** 19-130

Nature & Scope of Work This is technical and operational work in the provision of computer support and problem resolution services to the organization. An incumbent investigates and resolves software and hardware incidents, referring major and unresolved problems to appropriate technical staff; performs a variety of system administration tasks; assists in the evaluation of hardware and software and installs and configures same; records for broadcast Council and Public Hearing meetings, monitors equipment, makes required adjustments and resolves technical issues. The work takes place within an ITSM ITIL compliant service desk environment, is performed under general supervision and requires the exercise of independent judgement and action in day to day activities, referring unusual and policy matters to a superior. Work performance is reviewed in terms of effectiveness of services provided and conformance with accepted practices and policies.

Required Knowledge, Skills and Abilities

- Considerable knowledge of Information Technology Service Management and the ITIL framework;
- Considerable knowledge of the practices and procedures used in installation and operation of equipment and software applications as related to the work performed;
- Sound knowledge of the policies and procedures governing operations as related to the work performed;
- Sound knowledge of the practices and procedures used in the identification and resolution of software and hardware problems as related to the work performed;
- Sound knowledge of communications and the local area network system;
- Ability to investigate, document, assess and resolve software and hardware problems and to liaise with technical specialists on the more complex problems;
- Ability to perform a variety of system administration tasks and to install and configure computer software and hardware;
- Ability to record and film meetings, make adjustments to equipment, resolve technical issues and edit and convert recordings;
- Ability to communicate effectively orally and in writing;
- Ability to establish and maintain effective liaison with users and to provide advice, information and assistance to same;
- Ability to work independently and establish work priorities;
- Skill in the operation of equipment used in the work.

Desirable Training & Experience Completion of a two year certificate program in computer technology or related discipline at a technical institute or community college, plus sound related experience OR an equivalent combination of training and experience.

Required Licences, Certificates and Registrations Valid Class 5 Driver's license for the Province of British Columbia.

Safety Requirements Incumbents are required to follow all applicable Safe Work Procedures, participate in Occupational Health & Safety training, meetings and to report any hazards in the workplace.

Hours of Work 35 hour non-standard work week**Pay Grade** 21**Pay Rates** \$32.25, 33.60, 34.98, 36.45, 37.97 per hour**Posting Date** 6/26/2019**Posting Closing Date** 7/4/2019[» Apply Now](#)