

# The District Municipality of Muskoka is currently recruiting for a Service Desk Technician



## The District

Muskoka is a great place to live and play, and the District is a four-season municipality passionate about protecting, servicing and caring for this community. We have opportunities that will allow you to learn, grow and build your career amongst other ambitious leaders and innovators. We offer a competitive compensation package and are committed to promoting diversity, accessibility and inclusion. [Watch our video](#) to learn more.

## The Opportunity

The Service Desk Technician is responsible for ensuring that all end users of municipalities and libraries participating in the shared Information Technology (ITS) initiative are receiving appropriate assistance from the Service Desk which includes receiving, prioritizing, documenting, and actively resolving end user service requests. Problem resolution involves the use of diagnostic and request tracking tools and may require remote computer assistance.

### What you will do:

- Field incoming requests from users via telephone, email and web in a courteous manner
- Document the nature of the problem or issue, and confirm all pertinent end user identification information in the service desk application
- Record, track and document the problem-solving process, including any successful and unsuccessful attempts made and actions taken through to final resolution in the service desk application
- Triage work orders to the appropriate IT Services staff member based on role, work order load and location proximity to the issue

### What you will need:

- Two year college diploma or degree in the field of computer science, or an acceptable combination of education, training and experience
- Minimum (1) years' experience with Microsoft desktop operating systems, A+ certification, help desk support and knowledge of advanced computer hardware including mobile devices and virtual environments
- Professional certifications in information technology or product certifications would be considered assets
- Valid Ontario Driver's license

**For a full outline of the responsibilities and requirements, please review the next page.**

## What we are offering

This is a **Permanent Full-time** opportunity at the District. The annualized compensation range for this role is **\$26.87 to \$29.44**. The District is also proud to offer the following to our permanent employees:



## The Next Step



If you have the necessary skills, experience and qualifications, and can support our vision and values (RISE: Respect, Innovation, Service and Equity), please review the "How to Apply" instructions on our website and then submit your application: [www.muskoka.on.ca/careers](http://www.muskoka.on.ca/careers)

**This posting closes on Wednesday, January 17, 2024 @ 12:00 p.m.**

Visit our [careers page](#) for other opportunities.

The District of Muskoka is an equal opportunity employer and values diversity in our workforce, encouraging applications from all qualified individuals

Our organization is committed to providing persons with disabilities with equal opportunities and standards of goods and services, and we are compliant with the Accessibility for Ontarians with Disabilities Act. If you require disability related accommodation to participate in the recruitment process, please advise the Human Resources department as soon as possible. Accommodation may be provided in all steps of the hiring process. Any questions regarding this posting should be directed to the Human Resources Department.



## JOB DESCRIPTION

### Service Desk Technician

<b>Department:</b>	IT Services	<b>Reports to:</b>	Manager, Client Services and Business Applications
<b>Effective Date:</b>	December 2020	<b>Supersedes:</b>	Service Desk Tech 1 (March 2017)
<b>Classification:</b>	CUPE Inside Class 5	<b>Job Evaluation Date:</b>	Pre-evaluation

#### POSITION SUMMARY:

Responsible for ensuring that all end users of municipalities and libraries participating in the shared Information Technology (ITS) initiative are receiving appropriate assistance from the Service Desk which includes receiving, prioritizing, documenting, and actively resolving end user service requests. Problem resolution involves the use of diagnostic and request tracking tools, and may require remote computer assistance.

#### DUTIES & RESPONSIBILITIES (not limited to):

- Field incoming requests from users via telephone, email and web in a courteous manner
- Build rapport and elicit problem details from the users
- Document the nature of the problem or issue, and confirm all pertinent end user identification information in the service desk application
- Record, track and document the problem-solving process, including any successful and unsuccessful attempts made and actions taken through to final resolution in the service desk application
- Triage work orders to the appropriate IT Services staff member based on role, work order load and location proximity to the issue
- Escalate work order to the appropriate IT Services staff member as required
- Using diagnostic and remote control tools when assisting the user
- Access software updates, drivers, knowledge bases and “frequently asked questions” resources on the Internet to aid in problem resolution
- Perform basic hands-on fixes at the desktop level, including restoring files
- Test fixes to ensure the problem has been adequately resolved
- Follow up with customers, provide feedback and see problems through to resolution
- Develop solutions and answers to frequently asked questions for end users in the service desk application
- Maintain strict confidentiality of information that may be disclosed when working on user’s systems
- Related other duties as assigned

#### MINIMUM EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Two year college diploma or degree in the field of computer science, or an acceptable combination of education, training and experience
- Minimum (1) years’ experience with Microsoft desktop operating systems, A+ certification, help desk support and knowledge of advanced computer hardware including mobile devices and virtual environments
- Professional certifications in information technology or product certifications would be considered assets
- Exceptional interpersonal skills with a focus on rapport-building, listening and questioning skills
- Strong documentation and oral communication skills
- Demonstrated ability to work independently or as part of a group
- Ability to absorb and retain information quickly and present ideas in a user-friendly language
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Valid Ontario Driver’s license

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