



## External Posting

**Posting Date:** Wednesday, August 5, 2020

**Closing Date:** **Wednesday, August 19 @ 12:00 NOON**

**Wage:** \$ 24.76 - \$27.13 per hour

**Classification:** CUPE Inside Class 5

The IT Services team within the Finance and Corporate Services department is currently looking for a:

### **Permanent, Full-time, Service Desk Tech 1**

This role 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 may include receiving, prioritizing, documenting, and actively resolving end user help requests.

Problem resolution may involve the use of diagnostic and help request tracking tools, and may require remote assistance be provided at the desktop level.

This job will work a 35-hour work week, Monday to Friday. You also will be required to work overtime as well as be on call.

Responsibilities of the Service Desk Tech 1 include, but are 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.

The skills, experience and qualifications we are seeking for this job include:

- 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, helpdesk support and knowledge of advanced computer hardware including mobile devices and virtual environments.

We would expect that your strengths will include strong interpersonal skills, with a focus on rapport-building, listening and investigation skills. You will also have the ability to effectively prioritize and execute tasks in a high-pressure environment. The ability to obtain to absorb and retain information and then be able to communicate the resulting idea or solution in a user-friendly way will serve you well in this job.



If you have the necessary skills, experience and qualifications, and support our Vision and Values of RISE (Respect and Integrity, Innovative Leadership, Synergy and Experiences) please review the **“How to Apply”** instructions on our website and then submit your application.

[Watch our video](#) to learn more about working at the District!

The District Municipality of Muskoka is committed to employment equity and diversity in the workplace and welcomes applications from women, racially visible individuals, people with disabilities, Indigenous peoples, and LGBTQ+ persons.

The District Municipality of Muskoka is committed to meeting its obligations under the *Ontario Human Rights Code* and 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.