



THE CORPORATION OF THE TOWNSHIP OF CENTRE WELLINGTON

IT HELP DESK ASSOCIATE PERMANENT, FULL TIME (35 HOURS PER WEEK)

The Township of Centre Wellington is a thriving and growing community of 31,000 residents with diverse urban and rural settings. Its close proximity to Guelph and Kitchener-Waterloo, diverse economy, active arts community and renowned natural features are among its many lifestyle advantages.

The IT Help Desk Associate reports to the Supervisor of Information Technology within the Information Technology and Services (IT&S) Division. This position serves as the first point of contact for all the Township's internal technology needs. The IT Help Desk Associate monitors the queue for all IT support tickets, provides basic support and troubleshooting, and escalates issues to the appropriate contact. The IT Help Desk Associate will assist with IT&S projects, including the deployment of new computer hardware, implementation of new software systems, auditing systems, infrastructure, and related work. This position will also support the computer systems of strategic external partners.

ILLUSTRATION OF SCOPE OF POSITION

Duties include but not limited to:

User Support:

- Swiftly and effectively resolves user support issues, documents the outcomes, assesses their broader applicability, and ensures thorough resolution across the entire domain.
- Provides front-line, first-level user support and responses, call logging, and escalation.
- Performs system administration to create, delete and maintain user accounts with the appropriate security access, and according to corporate policy.
- Review staff technology requirements for employee onboarding, offboarding and employee changes.
- Implement improvements to IT Helpdesk software system to boost departmental efficiency.

Hardware Support:

- Diagnoses and resolves or escalates issues on a wide range of hardware and software including networks, servers, printers, operating systems, and applications while adhering to service level requirements.
- Provides support for corporate phone system including managing the auto-attendant call trees, user accounts, extensions, and voicemail.
- Provides support for mobile phones including ordering, configuring, managing, set-up and training.
- Maintains operating system updates, firmware, and drivers on workstations and peripheral systems.
- Provides support and maintenance on endpoint devices across the domain.
- Oversees the deployment, security, monitoring, maintenance, support, and documentation of both current and new technology infrastructure. This includes workstations, laptops, user peripherals, operating systems, applications, and configurations, all in accordance with industry best practices.

Software Support:

- Defines and resolves software problems and escalates major and unresolved problems to vendors and/or Supervisor of Information Technology.
- Deploys and maintains workstation applications including installation, testing, and monitoring for performance, availability, security, and interoperability.
- Analyzes requests for changes to specific applications and/or requests for new applications by identifying features, advantages and disadvantages.
- Conducts application testing, supports client application testing, performs application upgrades.

- Manages users and security roles in business applications.

Procurement:

- Manages users and security roles in business applications.
- Administers procurement, inventory, and asset management procedures.
- Coordinates yearly hardware refresh for Township and strategic external stakeholders.

Training:

- Maintains and develops technical skills and industry knowledge at a high level through training and development courses, seminars, and reading.
- Provides end-user training for desktop, applications, phones, security, and others as required.

Administration:

- Maintains accurate timely logging of service and request activities in the support request tracking system.
- Monitors and controls all loaned equipment including set up and configuration.
- Develops and maintains a complete and detailed inventory of all corporate hardware, operating systems, and applications.
- Commissions and decommissions hardware. Disposes of excess used equipment safely and securely in accordance with Township policy.
- Develops and performs daily, weekly, and monthly maintenance routines and reports.
- Undertakes special projects and performs other duties as assigned by the Supervisor of Information Technology.

MINIMUM QUALIFICATIONS & REQUIREMENTS:

- Post-secondary diploma or degree in computer science/information technology/software engineering/ software development or equivalent.
- Knowledge of IT Procurement practices.
- Knowledge and ability to support Windows Operating Systems.
- Knowledge and ability to support Microsoft 365, Teams, Microsoft Business Applications.
- One (1) or more years of Desktop Support experience and/or Application Support Experience.
- Excellent written and verbal communication skills.
- Strong team player with the ability to develop positive working relationships
- Demonstrated initiative and accountability.
- Demonstrated organizational and time management skills.
- Possess strong analytical and problem-solving skills.
- Ability to adapt readily to rapidly changing demands and circumstances in a changing work environment.
- Must possess a valid Class 'G' Driver's License.

Annual Salary: \$65,668 - \$73,868 (2025 salary range)

How to Apply: Interested applicants are invited to submit their cover letter and resume combined in one document in MS Word or PDF format by email to careers@centrewellington.ca by **March 2, 2025, at 11:59 p.m.** Please quote job posting '2025-22' in the subject line.

To learn more about the Centre Wellington community and the requirements for this position, please visit the Township's web site at www.centrewellington.ca and search the Job Opportunities link. Please submit your cover letter and resume in one document in .PDF format and indicate the position title in the subject line of email. The successful candidate will be required to provide proof of current and valid certificate(s) and/or educational qualifications. We thank all those that apply; however only those candidates selected for an interview will be contacted. **No phone calls please.**

Information gathered relative to this position is done so in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will only be used for candidate selection. Accessibility accommodations are available for all parts of the recruitment process. Applicants must make their needs known in advance.