

THE CORPORATION OF THE COUNTY OF WELLINGTON

Office of the CAO Department
Information Technology Division

Requires a

Support Technician

This position is responsible for the installation, maintenance and security of desktop hardware and software at all County locations.

The minimum qualifications for this position include:

- Three year college diploma in Network Administration or a related field.
- Minimum three years of experience or equivalent in Technology Support.
- Experience with current Windows Operating Systems.
- Working knowledge of configuring hardware and peripherals.
- Knowledge of current Microsoft Office products, including O365.
- Customer service related experience.
- A valid driver's licence (minimum G2 Class) and a satisfactory driver's abstract.
- On-call rotation for after hours and weekend coverage.

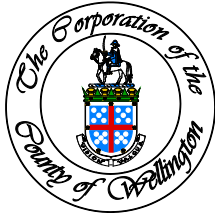
This position offers a comprehensive benefit package and a salary range of: \$64,573.60 to \$75,530.00 (2022 Non-Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #354-22 by Friday, September 30 at 4:00 pm.**

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.





COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Support Technician	Reports to: IT Support Supervisor
Department: Office of the Chief Administrative Officer – Clerk's Office	Positions Supervised: None
Effective: November 2006	Revised: September 2022

BASIC FUNCTION:

This position is responsible for the installation, maintenance and security of desktop hardware and software at all County locations.

PRINCIPAL RESPONSIBILITIES:

Under the supervision, direction and guidance of the IT Support Supervisor the Support Technician has the following duties and responsibilities:

- Provide prompt and courteous customer service over the phone or by email for hardware, software, telephone, network and applications support.
- Respond to and trouble shoot hardware and software problems at all locations (Level I and II).
- Escalate difficult or complex problems to the IT Support Supervisor if required.
- Participate as a team member in any desktop update projects.
- Keep all desktop software current with the appropriate product upgrades and patches.
- Ensure that all computers are maintained to run at their full capacity.
- Assist IT Infrastructure in the support of the telecommunications aspect of the wide area network (WAN) supporting all external County divisions.
- Recommend desktop hardware and software upgrades when and where appropriate.
- Participate as the Helpdesk contact when required.
- Maintain desktop hardware and software usage lists.
- Participate on a rotation basis in after-hours support coverage.
- Other duties as assigned.

PROBLEM SOLVING RESPONSIBILITIES:

- Able to identify and rectify hardware problems (Level II).
- Able to identify and rectify software problems (Level II).

CONTACTS:

- Internal: County employees at all levels.
- External: outside service technicians as required.

MINIMUM QUALIFICATIONS:

- Three year college diploma in Network Administration or a related field.
- Minimum three years of experience or equivalent in Technology Support.
- Experience with current Windows Operating Systems.
- Working knowledge of configuring hardware and peripherals.

- Knowledge of current Microsoft Office products, including O365.
- Customer service related experience.
- A valid driver's licence (minimum G2 Class) and a satisfactory driver's abstract.
- On-call rotation for after hours and weekend coverage.

SKILLS AND COMPETENCIES:

- Excellent communication and customer service skills.
- Able to work well with personnel of differing levels of computer experience.
- Able to organize and manage priorities.
- Self-motivated and enthusiastic.

OTHER:

- Location: County of Wellington Administration Centre, 74 Woolwich Street, Guelph; flexibility of location may be required.
- Some travel required to support all County of Wellington work locations.
- Occasional work outside normal business hours may be required.
- Hours of Work: Monday to Friday, 35 hours per week; flexibility of hours may be required.
- Some overtime will be required.