

## IT Helpdesk Coordinator

**Position Type:** Permanent, Full-Time (35 hours/week, Monday to Friday, 8:30 am to 4:30 pm)

**Location:** Port Elgin, Ontario

**Salary:** \$69,170 to \$78,602 (depending on qualifications and experience)

### About the Town of Saugeen Shores:

Team Saugeen exists to keep our community safe, well-serviced, growing, and vibrant in ways that respect both everyone on the team and the public we serve. We win together.

At the Town, we value work-life balance and offer competitive compensation, flexibility in work and opportunities for career growth. We work to ensure that we attract, recruit, and retain high quality talent to build a strong culture.

We constantly collaborate on initiatives to enhance equity and inclusion in the workplace, and in the services and programs delivered to residents.

### What we can offer you:

- 10 paid personal days in addition to a generous number of vacation days per year
- Comprehensive extended health and dental benefits, including an Employee and Family Assistance Plan
- Enrollment in the OMERS pension plan
- A passion for investing in our workforce through continuous learning and development.

### About the Role:

We are looking for a resourceful and customer-oriented individual to join our team. As the **IT Helpdesk Coordinator**, reporting to the Manager, Information Technology, you will be the primary point of contact for intake, prioritization, and resolution of helpdesk requests. You will provide support at various Town locations, and to remote users, and perform day-to-day tasks such as training, and hardware maintenance.

### Key Responsibilities:

- Respond to incoming helpdesk ticket requests and communicate with end users in a courteous manner.
- Record, track, and document the helpdesk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Perform hands-on tasks at the desktop level, including installing and upgrading software and hardware, implementing file backups, and configuring systems and applications.
- Perform imaging of new/refurbished devices.
- Update IT Asset Database per hardware lifecycle changes.
- Update inventory of service spares/stock as items are received in asset management platform.
- Maintain state of service spares and storage.
- Test potential defective hardware.
- Perform software patching via remote or local methods depending on platform.
- Update IT Knowledge base with new procedures and documentation as needed for IT department to use as a reference.
- Trace/label network cables in conjunction with other IT members as part of regularly scheduled maintenance.
- Run new network cable as a team member with other staff as needed for small installs/projects.

### Competencies and skills you bring to the role:

- **Adaptability:** You can adapt efficiently and effectively in response to new processes and changing circumstances.
- **Communication:** You have proven ability to communicate successfully and confidently both verbally and in writing under tight deadlines.
- **Confidentiality:** You respect and maintain confidentiality and exhibit professionalism in all interactions.
- **Customer Service:** You create a positive experience when interacting with customers through communication, patience, empathy, and technical knowledge.
- **Stakeholder Management:** You exhibit strong interpersonal skills that allow one to work effectively with diverse stakeholders.
- **Problem Solving:** You are passionate about solving problems, uncovering root causes, and proactively finding solutions to achieve Town goals.
- **Time Management:** You have excellent time management skills and can work autonomously and seek out resources independently with limited direction.
- **Resourcefulness:** You respond to difficult situations or workplace requirements by using the available tools and information to support decisions and solutions.

### Education and Training:

- Post-secondary diploma or degree in Computer Science, Information Technology, Network Administration, or related field.
- Cisco CCST or equivalent entry level certification is preferred.
- Microsoft 365/Server associate or equivalent entry level certification is preferred.

### Experience and Knowledge:

- A minimum of one year of work experience in a related field.
- Applied experience in Windows 10/11/Server 2019/2022 Operating Systems
- Applied experience in Basic networking including TCP/IP, subnetting.
- Experience with enterprise networking to assist troubleshooting end-user tickets is an asset.

### Application Process:

Are you ready to join Team Saugeen? Join us! Click the “Apply Now” link below to submit your application. We thank all candidates for their interest; however, only those selected for an interview will be contacted.

### [Apply Now!](#)

**Application deadline:** Tuesday, March 5, 2024, at 4:30 pm EST

The Town of Saugeen Shores is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act* (AODA). The Town of Saugeen Shores will make every effort to accommodate applicants with disabilities in its recruitment and selection process. Please advise of any accommodation measures you may require during our selection process. Information received relating to accommodation needs of applicants will be addressed confidentially.

All information collected is in accordance with the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990* and will be used for the purpose of this employment opportunity only.