

IT Support Specialist

Full-Time

Wage Rate: \$30.87/hour



Elliot Lake offers an exceptional quality of life, a low cost of living and an ideal work-life balance. The area's combination of outdoor opportunities, community organizations, sports, healthcare, low crime rate, natural wilderness and diverse economy help contribute to a great place to live and work!

Are you an IT enthusiast with a passion for problem-solving and providing top-notch customer service? The City of Elliot Lake is looking for a dedicated **IT Support Specialist** to join our team. This role is essential in ensuring the smooth operation of our organization's technology services, supporting end-users with troubleshooting and resolving issues, maintaining our networks, and enhancing the overall customer experience. If you have technical expertise, excellent communication skills, and a strong desire to contribute to the IT support landscape, we want to hear from you!

Key Responsibilities

- Provide high-level technical support to end users via phone, email, and in-person.
- Diagnose/troubleshoot issues with computers, devices, printers, remote access, data backup, and network services.
- Support LAN, WAN, and internet systems, including maintaining network hardware and software, analyzing problems, and ensuring network availability.
- Support MS Office programs, Great Plains, Worktech and web updates/designs.
- Prioritize and track service requests to resolution.
- Design, maintain, and update specialized databases ensuring optimal IT system performance.

Qualifications:

- Minimum two (2) year diploma in a related discipline.
- A+ and Net+ certifications.
- Minimum 1-2 years of experience in a Help Desk environment.
- Expert knowledge of Windows 2010 and SQL Server operating systems.

Why Join Our Team?

- **Impactful Work:** As an IT Support Specialist, you'll play a key role in ensuring the smooth operation of critical technology systems that impact the entire organization. Your work will make a direct difference in supporting and empowering employees across the city.
- **Career Development:** We believe in the growth of our employees. You'll have access to ongoing training, certification programs, and career advancement opportunities to help you develop your skills and progress in your IT career.
- **Competitive Compensation:** We offer a competitive salary and benefits package, along with a pension plan that makes working with us rewarding both professionally and personally.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, a request for accommodation will be accepted as part of the hiring process. If you require accommodation, please contact HR.

CLOSING DATE: Posted until filled

The City of Elliot Lake thanks all applicants. Only those selected for interviews will be contacted.

THE CORPORATION OF THE CITY OF ELLIOT LAKE

JOB DESCRIPTION

JOB TITLE: IT SUPPORT SPECIALIST OF INFORMATION SYSTEMS	DEPARTMENT: INFORMATION SYSTEMS ADMINISTRATION
DATE: March 17, 2025	SUPERVISOR: DIRECTOR OF INFORMATION TECHNOLOGY
PRIMARY PURPOSE OF JOB:	Reporting to the Director of Information Technology, this position provides in-depth desktop support to the City of Elliot Lake. The individual will be expected to troubleshoot, diagnose and resolve complex PC and network problems. In addition, this individual will be responsible for providing training for staff members on printers, hardware /software troubleshooting and database maintenance / design.

BASIC JOB DUTIES:

1. Responsible for providing a high level of technical support and customer service to the end users over the phone, via e-mail and in person.
2. Diagnoses and troubleshoots end user issues involving desktops, laptops, personal computing devices, printers, remote access services, backup of data, recovery of data and network services.
3. Supports the organization's local-area network (LAN), wide-area network (WAN), network segment, and internet or intranet system; maintains network hardware and software, analyzes problems and monitors the network to ensure its availability to system users.
4. Supports all MS Office programs including Outlook, Great Plains, Worktech, web updates/design and internet connectivity.
5. Addresses service requests in priority order and tracks through to resolution.
6. Assists business experts in needs analysis and preparation of service requests.
7. Provide detail-oriented documentation through city's help desk, tracking and knowledge based software.
8. Assists in developing and improving the Help Desk's efficiency and customer service rating.
9. Integrates third-party devices such as scanners, printers and monitors.
10. Designs and maintains various specialized databases and website content and performs related maintenance to the municipality's information technology systems.
11. Produces statistical reports and queries from databases on a regular basis or when requested.
12. Works in compliance with the Occupational Health and Safety Act and Regulations, the City Health and Safety policies and procedures, as well as any established industry guidelines.
13. Other related IT and web maintenance duties as assigned.

QUALIFICATIONS (Education, Experience, Knowledge, Skills & Abilities):

- Minimum two (2) year Diploma in a related discipline (e.g. web design, database design and maintenance, IT systems maintenance) from a recognized Community College or University with Canadian accreditation.

- A+ and Net+ certifications
- Minimum one (1) to two (2) years of experience in a Help Desk environment
- Expert knowledge of Windows 2010 and SQL-server operating systems
- Excellent customer service skills
- Superior interpersonal and communications skills (both oral and written)
- Demonstrated analytical and problem solving skills
- Ability to work independently and/or collaboratively at times, to prioritize work based on business needs and meet deadlines.
- Exceptional telephone skills and etiquette to respond accurately and courteously to inquiries while keyboarding or using computer mouse
- Knowledge of applicable Federal and Provincial legislation and related regulations, including those on safety
- Ability to balance conflicting demands of stakeholders