

## SERVICE DESK ANALYST I

<b>Employment Status:</b>	Permanent, Full-Time
<b>Compensation Range:</b>	\$26.51 - \$29.80 / 40 hours per week
<b>Location:</b>	London, ON
<b>Union/Non-union:</b>	CUPE 101.5

### POSITION OVERVIEW

As a customer service focused member of the Information Technology Services (ITS) team, the Service Desk Analyst I's role is to be the primary support for all desktop and service desk related issues. The Service Desk Analyst I will be responsible for creating and maintaining all support related documentation.

This position will install, configure and maintain all desktops and their associated equipment and software. This position will also be one of the primary team members to respond to and document service desk calls. This position, at times, will come across confidential information so integrity, confidentiality and discretion are required. Based at the Middlesex County Building, travel to remote sites will be required. This position will also work evenings and weekends when required.

### QUALIFICATIONS

- Post-Secondary diploma in Computer Systems Technician
- Customer service oriented with strong interpersonal skills and a positive attitude
- Excellent knowledge of computer hardware/Microsoft/Apple operating systems
- Excellent oral and written communication skills
- Driver's licence and use of a vehicle

### WHY CHOOSE MIDDLESEX COUNTY?

Middlesex County is a vibrant upper-tier municipality located in Southwestern Ontario. We offer a thriving business climate, easy access to transportation routes, and quality of life with exceptional healthcare facilities, affordable housing, an array of educational opportunities and bountiful recreation and cultural choices in a picturesque setting. The County's administration headquarters are located in London but Middlesex County is comprised of unique villages, towns and rural communities that have great attractions for residents and tourists. At Middlesex County, you will have a chance to make an impact in your everyday work and build lasting relationships in the communities in which we live and serve. We offer a culture that values inclusion, diversity of thought, and employee development. We invest in our people to help them leverage their strengths to achieve their career aspirations.

### HOW TO APPLY

If you are interested in this opportunity, please submit your cover letter and resume by email to [hr@middlesex.ca](mailto:hr@middlesex.ca) by 4:30 p.m. on March 7, 2024.

We thank all applicants who apply, but only those applicants to be interviewed will be acknowledged. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for candidate selection purposes only.

### WHAT WE OFFER

Flexible Work Opportunities  
Employee Recognition Events  
Professional Development  
Flex Time/Banked Time-Off  
OMERS Pension Plan  
Health and Dental Benefits  
Employee and Family Assistance Program

### VISIT OUR CAREERS PAGE

<https://www.middlesex.ca/departments/human-resources/job-opportunities>

**Join our team and build a rewarding career!**

Middlesex County is an equal opportunity employer. We are committed to a diverse and inclusive workplace for everyone. Accommodations are available throughout the recruitment process. If you are contacted for an interview, please advise us of any accommodations that may be required. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.

## **CORPORATION OF THE COUNTY OF MIDDLESEX**

### **POSITION DESCRIPTION**

<b>TITLE:</b>	<b>Service Desk Analyst I</b>
<b>DEPARTMENT:</b>	<b>Information Technology Services (ITS)</b>
<b>REPORTS TO:</b>	<b>Manager of IT Infrastructure and Technical Services</b>
<b>POSITIONS SUPERVISED:</b>	<b>None</b>
<b>EFFECTIVE DATE:</b>	<b>September 2020</b>

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#### **POSITION SUMMARY**

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#### **PRINCIPAL RESPONSIBILITIES**

- Service Desk and application support, including basic network troubleshooting
- Install, configure, deploy and maintain desktops and their associated equipment and software
- Install, configure, deploy and maintain printers and print servers
- Maintain and assist with asset and inventory management processes
- Maintain and support traditional fax and fax over IP solutions
- Active Directory account maintenance and support
- Research and recommend efficiencies for Service Desk and PC deployment processes
- Document Service Desk calls and resolutions while ensuring all documentation is kept up-to-date
- Work with various vendors, consultants or contractors to resolve issues
- Follow and maintain backup schedules and systems
- Lift and carry computer and server related equipment
- Perform other related duties as required

#### **MINIMUM QUALIFICATIONS**

- Post-Secondary diploma in Computer Systems Technician (2 year college diploma or equivalent)
- Customer service oriented individual with strong interpersonal skills and a positive attitude
- Excellent knowledge of computer hardware and Microsoft and Apple operating systems
- Excellent oral and written communication skills
- Driver's licence and use of a vehicle