

EMPLOYMENT OPPORTUNITY



SERVICE DESK ANALYST I

Employment Status:	Permanent, Full-Time
Compensation Range:	\$27.15 - \$30.52 / 40 hours per week
Location:	London, ON
Union:	CUPE 101.5

POSITION OVERVIEW

As a customer service focused member of the Information Technology Services team, the Service Desk Analyst I's role is to be the primary support for all 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, laptops, mobile devices, 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. Primarily based at the Middlesex County Building, this position also provides on-site support for remote sites. This position will also work evenings and weekends when required.

QUALIFICATIONS

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

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 by **4:30 p.m. on April 4, 2025**.

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.

MIDDLESEX COUNTY POSITION DESCRIPTION

TITLE:	Service Desk Analyst I		
REPORTS TO:	Manager of IT Infrastructure and Technical Services		
DEPARTMENT:	Information Technology Services (ITS)		
EFFECTIVE DATE:	March 2025	POSITIONS SUPERVISED:	N/A

POSITION SUMMARY

As a customer service focused member of the ITS team, the Service Desk Analyst I's role is to be the primary support for all 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, laptops, mobile devices, 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. Primarily based at the Middlesex County Building, this position also provides on-site support for remote sites. This position will also work evenings and weekends when required.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Service Desk and application support, including basic network troubleshooting.
- Configure, deploy, and maintain desktops, laptops, mobile devices, and their associated equipment and software.
- Install, configure, deploy, and maintain printers.
- Maintain and assist with asset and inventory management processes.
- Active Directory & Microsoft 365 account maintenance and support.
- Research and recommend efficiencies for Service Desk and PC deployment processes.
- Document Service Desk calls and associated resolutions.
- Create and maintain troubleshooting and configuration documentation.
- Assist with security related requests as required, including resolution documentation.
- Maintain backup schedules and systems, including regular backup testing.
- Lift and carry computers and related equipment.
- Perform other related duties as required.

QUALIFICATIONS

Education & Experience

- Post-secondary diploma in Computer Systems Technician (2-year college diploma or equivalent).

Knowledge, Skills and Abilities

- 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.

Other

- A valid “G” driver’s licence with a clean driver’s abstract, and access to a vehicle to travel as required to fulfill job responsibilities.