



**Join our team as a:**

**Service Desk Analyst I  
(Permanent, Full-time)**

The County of Middlesex 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. Middlesex County offers residents easy commutes, safe communities, a diverse economy, exceptional healthcare facilities, affordable housing, diverse 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.

### **Overview of the Position**

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 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.

Additional details and a full job description are available at [www.middlesex.ca](http://www.middlesex.ca).

### **What We Offer**

Middlesex County provides competitive compensation, complete with comprehensive health and dental benefits, and enrollment in the OMERS (Ontario Municipal Employees Retirement System) pension plan. The pay rate for this position is \$25.28 - \$28.42 per hour for 40 hours per week.

### **How to Apply**

Interested candidates are invited to submit their cover letter and resume to Jessica Ngai, Director of Human Resources, by email at [hr@middlesex.ca](mailto:hr@middlesex.ca) by **4:30 p.m. on Wednesday, May 11, 2022.**

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.

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.