With a moderate climate, spectacular scenery and year-round recreational offerings at our doorstep, the **City of Campbell River** is the ideal location to live, work, and play.

# CLIENT SUPPORT ANALYST
## (Term Position – up to 10 weeks)

The City of Campbell River is seeking an auxiliary Client Support Analyst to work up to ten (10) weeks starting July 30th.  This position will work up to 35 hours per week.

As part of the Information Technology team reporting to the Information Technology Manager and under the direction of the Senior Client Support Analyst, you will provide technology support and problem resolution services to the organization by way of Level One and Level Two client support duties.

To complement your completion of a two (2) year accredited technical diploma program, or the equivalent industry standard [(Microsoft Certified Desktop Technician (MCDST) or Microsoft Certified Solutions Associate)] you **will** also have:

- At least three (3) years of related experience in a client support role, preferably in a municipal environment, within the last five (5) years.

The hourly rate of pay for this CUPE bargaining unit position is $29.87.

Please see the attached for a detailed job description that lists all the necessary qualifications for this position.

Please include verification of your education and certifications with your application.

**This posting will remain open until filled.**

Please send your resume with covering letter, quoting **Competition AUX-18-CSA** to:



City of
Campbell
River

Human Resources Department
**City of Campbell River**
301 St. Ann's Road
Campbell River, BC  V9W 4C7
**Email:** careers@campbellriver.ca

We thank all applicants, however, only those selected for interviews will be contacted.

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| **Approval Date:** June 2018 | | **Department:** | Information Technology |
| ☐ IAFF | ☒ CUPE | ☐ Management | |
| **Title of Management Supervisor:** Information Technology Manager | | | |

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**General Accountability:**

**Purpose and Scope**

Under the direction of the Senior Client Support Analyst, the incumbent provides technology support and problem resolution services to the organization by way of Level One and Level Two client support duties, including setting Helpdesk and RCMP Central Helpdesk task priorities for City and RCMP staff to meet departmental and corporate needs and providing project leadership to staff for projects benefiting corporate operations.

This position requires that changes be recommended to established methods and procedures and the work requires a choice of methods and/or procedures.   This position works with client staff at the desktop level to identify and implement solutions and provide training.

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**Nature and Scope of Work**

- Investigates and corrects desktop equipment hardware and software problems, electronically logs and responds to user calls, resolving those of a routine nature and referring more complex problems to appropriate technical staff after reasonable efforts at problem resolution.
- Prepares PC's for use, with appropriate hardware and software installed, delivers and tests at site.
- Diagnostics and testing of new and used printers at all locations.
- Installs and tests peripheral devices at all locations (e.g. Wireless mobile devices, Label Printers, scanners, DVD readers, smartboard technology).
- Assists users with software applications; prepares user guides and provides routine assistance for computer and network operations.
- Performs routine network and system administration tasks required to set-up and configure clients on the network (e.g. monitoring and setting security access, creating user accounts, correcting passwords), data restoration for users from online or media backup as directed.
- Liaison with vendors as required for timely task resolution of hardware and software problems.
- Participates in the selection and implementation of new desktop applications and coordinates user training.
- Undertakes and leads projects in the Client Support area (e.g. WebMail Training, Drive Re-org, Helpdesk Software Implementation).
- Prepares and delivers classroom training for commonly used applications.
- In the absence of the Senior Client Support Analyst, may assist with the Helpdesk function including: acting as the Systems Coordinator of the Helpdesk / Asset Management System; scheduling helpdesk work assignments; setting task priorities for City or RCMP staff to meet departmental and corporate needs; following up on call resolution; generating and reviewing monthly call statistics to determine significant areas of concern; pinpointing corporate training needs and responding to call analysis requests.
- Supports the city's mobile hardware and applications which includes tablets, cellphones, etc. Performs Mobile Device Management (MDM) administration.

- Other duties as may be assigned.

## Necessary Qualifications

### Knowledge:

- Thorough knowledge of personal computer technology and operating systems; applications and tools; presentation tools; and documentation techniques.
- Working knowledge of help desk management software tools.
- Working knowledge of computer workstation setup.
- Knowledge of the practices and procedures used by the City and RCMP in the operation of telephone and computer hardware and software related to the work performed.
- Working knowledge of WorkSafeBC regulations and safe work procedures.
- Knowledge of the function of city departments, RCMP detachment services and their requirements.
- Working knowledge of Mobile Device Management (MDM) administration tools.

### Skills:

- Thorough knowledge and ability to be considered an advanced user in the corporate-wide applications (MS Word, Excel, Access, Outlook, PowerPoint) and an intermediate level user in other commonly used applications (e.g. Windows 7, MS Publisher, MS Project, MS Visio, Crystal Reports, Remote Desktop Services; RCMP Experience only - Prime, CABS, CPIC, Livescan, IScreen).
- Effective written and oral communication skills
- Excellent organizational and time management skills.
- Safe work habits and practices.
- Ability to tactfully deal with clients and the public.

### Abilities:

- Ability to quickly analyze issues and determine best course of action using available resources.
- Ability to multitask, set priorities and work with minimal supervision.
- Ability to work as part of a team.
- Ability to prepare technical documentation on procedures and guidelines for City staff and client support staff.
- Ability to comprehend and apply new ideas by reading manuals and following independent learning courses.
- Must have physical strength and ability to perform the work.
- Ability to Pass and maintain RCMP Secret Level security screening – ***Condition of Employment***.

### Education:

- Grade 12; plus
- Completion of a two (2) year accredited technical diploma program, OR the equivalent industry standard [(Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Systems Administrator (MCSA)].

### Training:

- A+ Certification is essential.
- Minimum typing speed of 40 wpm.
- Must possess and maintain a valid BC driver's license as per City policy.

### Experience:

- Minimum of three (3) years of related experience in a Client Support role, preferably in a municipal or police environment, within the last five (5) years.

## Preferred Criteria (for external posting)

- Microsoft Office Specialist (MOS) Certification (2010 or higher)