

IT Help Desk

Job Description

Reports to:	IT Operations Team Leader
Division:	Community Safety & Organizational Excellence
Business Centre:	Information Technology
Team:	IT Operations
Date Updated:	2025

Job Scope: IT Help Desk role provides technical support and assistance to users experiencing issues with computer hardware, software or related systems. Responsibilities include configuring, set-up, troubleshooting, resolving problems, providing training, and maintaining records of issues and solutions. Effective communication, problem-solving and customer service skills are required in this role.

Key responsibilities of the job are as follow:

1. Software Support:

- Implementations and maintenance of corporate applications;
- Ensure all desktops and laptops are appropriately patched and running current standard versions of all software;
- Administer anti-virus and anti-malware solutions on desktops & laptops. Maintain strong technical skills with current Microsoft Windows & Office systems;
- Create and maintain software packages for desktops & laptops.

2. Hardware Support:

- Diagnose and troubleshoot problems with desktops, laptops, connectivity issues, printers and peripheral equipment;
- Support of the IP telephone system including installation of new telephones, individual voice mail setup and integration with our desktop systems;
- Create and maintain hardware images for desktops & laptops;

3. Projects Support:

- Participate in ad hoc I.T. or cross-functional projects where assigned;
- Assist network and security specialists;
- Back-up to hardware or software requests as needed;

4. Other responsibilities:

- Keep up-to-date on trends in desktop & laptop software and hardware. Conduct research on computer products in support of PC procurement and development efforts;
- Evaluate and recommend desktop and laptop standards for purchase;
- Provide training on all aspects of computers, software and Town I.T. practices;
- Maintain inventory listing of all I.T. assets;
- Develop, maintain and update Town Intranet site as required.

Qualifications and required skills:

- **Education:** Equivalent to completion of a diploma program in Computer Science, IT or related field.
- **Experience:** 3 or more year's related work experience representing continuous learning and career progression.
- **Technical Proficiency:** Solid understanding of computer hardware, software, networks, and operating systems. Knowledge of Microsoft Suite products.
- **Problem-solving:** ability to analyze issues, identify root causes, and implement effective solutions.
- **Customer Service:** Excellent communication, empathy, and patience when interacting with users.
- **Communication:** Ability to clearly explain technical information to non-technical users.
- **Organization:** Ability to manage multiple tasks, prioritize issues, and maintain accurate records.
- **Adaptability:** The willingness to learn new technologies and adapt to changing environments.

