



**COUNTY OF HASTINGS
COUNTY ADMINISTRATION BUILDING**

2018-496-GG-63

**Information Technology Specialist
Information Technology Department
Full-time
Belleville, Ontario**

The County of Hastings is currently accepting applications for a Full-Time IT Specialist for the Information Technology Department at the County Administration Building in Belleville, Ontario.

The role of the IT Specialist is to focus on the IT related needs of end users to ensure that they can accomplish work related business tasks. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. The IT Specialist is the first level of support for all technology related problem tickets and requests.

DUTIES:

- Field incoming help requests from end users via both telephone and e-mail in a courteous manner.
- Prioritize and schedule problems.
- Record, track, and document the help desk request problem-solving process.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Install hardware and configure systems and applications.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Develop and maintain help sheets and frequently asked questions for end users.
- User Creation and Management via Active Directory.
- Assist in software releases and roll-outs and communication to the end users.
- Report any identified risks immediately to the IT Supervisor.
- Install anti-virus software and ensure virus definitions are up to date.
- Maintain desktop printers, network printers, camera security systems and multifunction copiers. Escalate service requests to the appropriate vendor.
- Reinforce SLAs to manage end-user expectations.
- Evaluate documented resolutions and analyze trends for ways to prevent future issues.
- Maintain and distribute mobile technology to end users and ensure devices are properly secured with MDM.
- Maintain the computer systems inventory asset management system.
- With supervisors' approval, place orders to purchase technical equipment and retain records of invoices.
- Maintain and update the Company internet and intranet sites.
- May be required to work after normal hours to perform certain tasks.
- Carry out any other related duties required by the administration to ensure efficiency of the department.
- Other duties as may be required from time to time.

QUALIFICATIONS:

- 3 year College diploma or university degree in the field of computer science and/or a minimum of 6 years equivalent work experience.
- Information Technology standard certifications preferred (i.e., MCSE, A+, Security+).
- Must remain current on changing technologies and be able to adapt to the technological demands of the position.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Exceptional written and oral communication skills.
- Must possess a current valid Driver's License and have reliable transportation.
- Knowledge and working experience with the following Operating systems; Windows 7,8,10.
- Thorough knowledge and experience with MS office suites.
- Basic networking troubleshooting and configuration skills.

OTHER CONSIDERATIONS/ENHANCED QUALIFICATIONS

- Server operating systems experience.
- Knowledge or work experience in VDI environment.

HOURS OF WORK: 8:30 a.m. to 4:30 p.m. Monday to Friday

WAGE RANGE: \$50,971.74 to \$59,972.39 per annum

Applications containing full details of education, training and experience will be received by the undersigned until **Friday February 16, 2018**.

Please apply by email to careers@hastingscounty.com

Please use: **"IT Specialist -2018-496-GG-63-Your Name"** as the subject line.

Janet DeMille, CHRL
Human Resources Advisor
County of Hastings
235 Pinnacle Street
Belleville, ON K8N 3A9

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected will be used only for the purposes of this employment opportunity.

We thank all candidates who apply, but advise that only those persons selected for an interview will be contacted.

The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.