



Job Posting

Desktop Help and Support Administrator

The Desktop Help & Support Administrator is primarily responsible for providing technical assistance and support to all employees and Councillors at the Municipality of the County of Cumberland as well as maintaining information technology hardware and software assets in various municipal locations.

The Municipality is willing to provide training to obtain the required qualifications of this position.

Please visit our website at www.cumberlandcounty.ns.ca for a detailed position description.

The position competition closes Wednesday, July 27, 2022 at 1:00 pm.

Please forward your resumes to:

Municipality of the County of Cumberland
Kellie Seaman, Human Resources Generalist & Safety Advisor
1395 Blair Lake Rd
Upper Nappan NS B4H 3Y4

kseaman@cumberlandcounty.ns.ca

*Clearly mark your resume "Desktop Help & Support Administrator"

MUNICIPALITY OF THE COUNTY OF CUMBERLAND

Position Description

Desktop Help & Support Administrator

Deputy CAO's Office

Overview

The Desktop Help & Support Administrator is primarily responsible for providing technical assistance and support to all employees and Councillors at the Municipality of the County of Cumberland as well as maintaining information technology hardware and software assets in various municipal locations.

This position is also responsible for facilitating network support and monitoring and managing servers with the Municipality's Managed Services Provider.

The Desktop Help & Support Administrator reports to the Deputy Chief Administrative Officer (CAO).

Outcomes and Key Responsibilities

Provide technical assistance and support to all employees and Councillors at the Municipality of the County of Cumberland as well as maintain information technology hardware and software assets

- Provide assistance to employees and Councillors through the Municipality's help desk system;
- Perform installation, maintenance, updates, and support of hardware and software;
- Maintain inventory/library of all equipment, processes, and procedures;
- Arrange for repairs to hardware through warranty programs established by vendors and manufacturers;

- Maintain identification and security system for staff;
- Administer the plans and inventory for tablet, cellphone, and desk phones cost-effectively and securely;
- Ensure meeting rooms have appropriate IT equipment installed/updated and spaces are prepared for council, staff, and committee meetings;
- Provide technology and software program orientation to new employees; and
- Educate existing employees on any new software installed on their computers/devices.

Facilitate network support and monitor and manage servers with the Municipality's Managed Services Provider

- Liaison with the Municipality's Managed Services Provider to enable them to provide the following services:
 - Alerts;
 - Security;
 - Patch management;
 - Data backup and recovery for various devices, including desktops, notebooks, servers, storage systems, networks, and applications.
- Liaison with the Municipality's Managed Services Provider to ensure Network Health Monitoring.

Qualifications

3-5 years' experience in the Information Technology industry.

Post-secondary education in Information Technology or related programs an asset.

Proficient at installation and configuration of Microsoft Office Suite including the configuration of Outlook in a hosted Exchange environment.

Proficient at the installation and configuration of MS Windows 7, 8, 10, 11 desktops/laptops in Active Directory domain.

Proficient at solving desktop hardware and software technical problems.

Experience with mobile devices (windows, Android & iPhone) and related software.

Excellent interpersonal and communication skills (both written and verbal) as applied to interaction with Council, all levels of staff, outside organizations, and the public.

Possess and maintain a driver's license valid in Nova Scotia.

Experience working in a municipal government environment considered an asset.

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Terms and Conditions of Employment

The Municipality has an approved salary scale for this position. Placement and incremental increases on this scale are based on qualifications, experience and demonstrated ability to perform the responsibilities of this position.

The Municipality's *Personnel Policy* should be referred to for additional information regarding conditions of employment.

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
\$46,000	\$47,750	\$49,500	\$51,250	\$53,000	\$54,750