



USER SUPPORT SPECIALIST II

COMPETITION: #2452-50006852

SECTION: Infrastructure & Client Support Services Unit, Information & Communication Technology Section
STATUS: Regular full-time
HOURS OF WORK: Four days on / Four days off with rotating shifts
9:00 a.m. to 8:00 p.m.
SALARY: Pay Grade 23 - \$37.12 to \$43.82 per hour
COMPETITION END DATE: Friday, April 12, 2024

Responsible for responding to a variety of client support and service requests from the Vancouver Police Department.

ESSENTIAL DUTIES

- Performs tier two (desk side) user support and responds to off-hours troubles reports from clients within the VPD
- Handles incidents such as operating systems, desktop software, connectivity, user equipment, password resets, and others issues as they arise
- Handles service requests such as new equipment, installs, and replacement hardware/software
- Implements a variety of projects in relation to the service desk team
- Takes on independent work as needed
- Responsible for identifying patterns in calls and proactively developing solutions
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Ability to establish and maintain effective working relationships in a team environment
- Ability to work with and troubleshoot problems related to the Windows operating system, and different business software such as MS Office and Adobe Acrobat
- Ability to work with and troubleshoot problems related to common peripheral equipment
- Strong written and verbal communication skills along with effective time management skills
- Ability to use a customer service approach to contribute in a positive way to build cohesive working relationships
- Ability to take initiative and work independently

EXPERIENCE

Required:

- Previous experience working in the computer systems technology field or related environment

Preferred:

- Previous experience working in a service desk environment

EDUCATION

Required:

- Diploma in computer systems technology or related discipline at a technical institute or community college



Preferred:

- IT industry certification such as Microsoft Azure Fundamentals, CompTIA A+, Cisco CCNA

OTHER REQUIREMENTS

- Valid BC Driver's licence (preferred)
- Physical strength and agility, sufficient to meet the demands of the job: lifting, bending, reaching, and carrying, including moving heavy items
- Must be a Canadian citizen or Permanent Resident
- There is no opportunity for remote work – employees are required to work on-site / in-office
- All employees must maintain their enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years or as required

SELECTION PROCESS

Candidates will be required to achieve 70% on a written test in order to move forward to the interview stage.

- The test will account for 60% of overall score
- The interview will account for 40% of overall score

NOTE: This position falls under the jurisdiction of Teamsters Local 31.

We thank all applicants, however, only those short-listed will be contacted.

Applicants should submit a resume via email to vpd.civilian.jobs@vpd.ca by 4:30 p.m. on the closing date. **Indicate the competition number on the subject line in the email.**