



# USER SUPPORT SPECIALIST II

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**COMPETITION: #2436-50167132**

**SECTION:** Infrastructure & Client Support Services Unit, Information & Communication Technology Section  
**LOCATION:** 3585 Graveley Street, Vancouver  
**STATUS:** Temporary full-time  
**DURATION:** Approximately one year (*Assignment may be extended or reduced for operational reasons or due to circumstances that could not be foreseen at the time of posting*)  
**HOURS OF WORK:** Nine-day fortnight  
**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

- 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
- 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 a 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.***

Applicants should submit a resume via email to [vpd.civilian.jobs@vpd.ca](mailto:vpd.civilian.jobs@vpd.ca) by 4:30 p.m. of the closing date. **Indicate the competition # in the subject line of the email.**