



USER SUPPORT SPECIALIST II

COMPETITION: #2692 - 260618

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 24 - \$42.04 to \$49.65 per hour
COMPETITION END DATE: Tuesday, July 7, 2026

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

ESSENTIAL DUTIES

- Receives and prioritizes user requests for assistance or information and handles service requests such as new equipment & hardware/software installs or replacement
- Performs tier two (desk side) user support & responds to off-hours issue reports from clients within the VPD
- Troubleshoots, investigates, diagnoses, and resolves software, hardware, operating system, connectivity, and other technical issues
- Investigates technical, hardware, or software solutions to new problems or client requirements
- Works with other technical resources and/or redirects major unresolved and more complex issues
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge of hardware and software installation, configuration, troubleshooting, diagnostic and problem resolution methods & techniques used
- Sound knowledge of the Vancouver Police Department's computer hardware, operating systems, local & wide area networks, and systems as they relate to the work performed
- Ability to investigate, document, analyse, and resolve a variety of software, hardware, and network-related problems
- Ability to install and test hardware, software & specialty components on networked computers, and making minor repairs & adjustments
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts.
- Ability to work with minimal supervision
- Ability to multi-task, prioritize, 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:

- Completion of certificate program in information technology or related discipline at technical institute or community college and sound related experience, or an equivalent combination of training and experience.

Preferred:

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

OTHER REQUIREMENTS

- All employees must maintain their Enhanced Security Clearance while employed with the Vancouver Police Department. Enhanced Security Clearances will be renewed every 5 years.
- Ability to attend or work out of various VPD work locations. This position will require members to work out of various policing facilities within the City of Vancouver, dependent on the weekday, primarily 3585 Graveley Street and 2120 Cambie Street.
- Must be Permanent Resident or Canadian Citizen.

SELECTION PROCESS

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

This position falls under the jurisdiction of Teamsters Local 31.

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

We thank all applicants for their interest, however only shortlisted candidates will be contacted.