



## Summer Student - IT Helpdesk Analyst (Job # 2025-027-IE)

<b>Department:</b>	Finance and Technology Services
<b>Status:</b>	Full Time, Temporary (4 Month Contract)
<b>Date Posted:</b>	February 5, 2025
<b>Date Closing:</b>	<b>February 19, 2025, 4:30 p.m.</b>
<b>Number of Positions:</b>	1
<b>Scheduled Hours/Shifts:</b>	35 hours weekly (Approximately 16 weeks May to end of August)
<b>Salary:</b>	\$19.22 - \$20.79 per hour
<b>Flexible Work Arrangement:</b>	Unavailable

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### Why Stouffville:

Working for the Town of Stouffville means being a part of one of HRD Canada's Best Places to Work. Here, we foster a sense of belonging as a tightknit workforce. The Town is dedicated to supporting employees by offering competitive wages, opportunity to participate in OMERS pension plan, complementary gym membership and access to our employee discount program.

Allow your resume to stand out with experience working within a local government organization, while making a difference within the Stouffville community. Join our IT Team to have the opportunity to work amongst a dynamic group of peers and work on projects that have a direct and positive impact on the lives of the residents of Stouffville.

We are committed to being an equal opportunity employer, supportive of an inclusive, barrier-free recruitment and selection process and as we grow, it's important that our workforce reflect the citizens we serve. At the Town, we respect, encourage, and celebrate our diversity. If contacted for an employment opportunity, please advise if you require accommodation.

### Position Purpose:

Reporting to the Manager, Information Technology Services, this position is the first point of contact to end users for all technology issues and service requests, providing technical support and aid with troubleshooting issues via phone, email, or in person while also implementing solutions. Duties include end-to-end ownership of incidents and technical support requests reported by end users, including incident identification, logging, classification, and preliminary investigation and diagnosis; assisting with managing the Town's fleet of mobile devices; assisting with the administration of all telecom related services; responding to inquiries from operating departments, vendors, suppliers, consultants, and other agencies/organizations with regard to corporate information technology; and undertaking special projects and performing other duties as assigned.

### Qualifications and Requirements:

- Students currently enrolled in a college or university Information Technology program.
- Basic knowledge of ITIL and helpdesk ticketing software.
- Technical knowledge with emphasis on client hardware (desktop, mobile, printer and peripherals), software (Microsoft Windows, Android, iOS, and office productivity), telecom, data networks, and the effective delivery of technical support services is required. Understanding of Active Directory, group policies, and scripting languages such as PowerShell would be an asset.
- Highly developed analytical and problem-solving skills with keen attention to detail.
- Excellent interpersonal skills with ability to establish and maintain effective consulting relationships with internal clients in order to provide exceptional and timely customer service.



- Excellent written and oral communication skills with a proven ability to explain complex technical concepts into understandable terms for business users.
- Good time management and organizational skills.
- Adept at effectively dealing with multiple competing priorities while consistently meeting deadlines.
- Possession of a valid Ontario Class "G" Driver's License and access to a vehicle for use on corporate business (mileage compensated). Proof of vehicle insurance required upon hire.
- Required to work outside normal business hours as necessary.

**How to apply:**

Please forward your resume in confidence by **February 19, 2024, at 4:30 p.m.**, identifying **Job # 2025-027** in the subject line to [hr@townofws.ca](mailto:hr@townofws.ca).

*Please save your resume in PDF version and save the document in the following format: Full name, Position Title.*

**We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.**