

POSITION: TECHNICAL SUPPORT CLERK

JOB POSTING #: 2013-0122

DEPARTMENT: Information Technology

UNION: 543

POSTING TYPE: Departmental

JOB CODE: 543048

POSTING STATUS: Temporary Full-time

POSITION #: 00000073

OF POSITIONS: 1

GRADE/CLASS: 0.09

SHIFT WORK REQ'D: No

SALARY RANGE: \$22.60 to \$26.62 hourly

HOURS PER WEEK: 37.5

DUTIES:

Reporting to the Executive Director of the Information Technology Department, performs secretarial and administrative duties for the helpdesk including answer and log all telephone calls/inquiries at the helpdesk and maintain a log of all calls in the help desk database, provide statistical reports on a daily basis, maintain a record of resolutions in a database and provide follow-up on outstanding calls from user departments, provides solutions to user inquiries when possible or directs to appropriate individual, provide telephone support for all Corporate telephone users, contact vendors for problems such as hardware problems as directed and in regards to invoices, receives shipments of hardware and software and maintains a log of outstanding shipments; reconciles departmental cellular telephone billing and collects for personal use; updates and maintains weekly payroll forms and documentation, uses PeopleSoft financial and completes date base updates, performs duties of absence co-ordinator in accordance with corporate procedures which includes all tasks related to employee's sick leave, vacation, leave of absences and banked overtime, processes gross pay for hourly and salary employees; responsible for performing a variety of tasks related to accounts payable, accounts receivable and purchasing including processing invoices and purchase requisitions in PeopleSoft, completing cash deposits; completes journal entries, processes interdepartmental billing, business expense vouchers and deposits; responsible for coordinating travel arrangements and reservations and processing travel advances and expenses; processes and distributes internal and external mail; provides backup support to the Secretary/Administrative Assistant; performs Occupational Health and Safety duties as outlined in the Corporate Health and Safety Program; performs other related duties as assigned.

QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma, plus one (1) year post secondary education from a Community College or University in computer courses, or Ontario Ministry of Education equivalencies.
- Must have over one (1) year payroll and general office experience in a computerized office environment using the Microsoft Suite of products (such as Excel, Word, Power Point, Outlook)
- Must have a good working knowledge of Word & Excel software packages
- Must possess previous customer service experience
- Must have a typing speed of 50 wpm
- Must have excellent written and verbal communication skills
- Must have strong interpersonal ability; problem solving abilities; and organization skills.
- Should have a basic knowledge of accounting
- Experience with PeopleSoft HRMS and PeopleSoft Financials or related equivalent systems an asset.

POSTING SPECIFICS:

Posting Period:

- **Monday, July 2, 2013 at 4:30PM to Wednesday, July 4, 2013 at 4:30 PM**
- **APPLICATIONS WILL ONLY BE ACCEPTED DURING THE POSTING PERIOD.**

Who May Apply:

- Current employees of the Information Technology Department. Eligibility for consideration is determined by the applicable collective agreement and/or current Corporate hiring practices.

How To Apply:

- Complete a resume, specifically noting the job posting number, your qualifications and experience as outlined above

Apply To:

- In person to the Harry Turnbull, Executive Director of Information Technology, 400 City Hall Square East, #206, or by e-mail to hturnbull@city.windsor.on.ca.

Updated:

- By Human Resources on July 2, 2013