

INTERNAL JOB OPPORTUNITY

POSITION:	PERSONAL COMPUTER SUPPORT ANALYST	JOB POSTING #:	2015-0139
DEPARTMENT:	Information Technology	UNION:	C.U.P.E. Local 543
POSTING TYPE:	Corporate	JOB CODE:	543079
POSTING STATUS:	1 – Regular Full-time 1 - Temporary Full-time	POSITION #:	00000104 &00003107
# OF POSITIONS:	2	GRADE/CLASS:	0.16
SHIFT WORK REQ'D:	No	SALARY RANGE:	\$29.52 - \$34.72 per hour
DEADLINE DATE:	Tuesday, June 16, 2015	HOURS PER WEEK:	37.50

DUTIES:
Reporting to the Manager of End User Support, this position will support the desktop computing environment across multiple locations. This support will include coordinating, lifting, carrying, and installing personal computers including setting up and updating operating systems; installing, updating, and supporting hardware and software on personal computers designated for use within the Corporation; configuring hardware and software; telephone support; working on technology projects and initiatives; developing and implementing technical solutions; troubleshooting standard and complex issues; documenting technical and procedural information; travelling to various area offices throughout the City; assisting on the Help Desk to answer user inquiries on a rotational basis; required to be on call on a rotating schedule basis; recommending the purchase of hardware and software; developing and maintaining an inventory of all personal computers, peripherals and software installed throughout the Corporation; working as a member of a team on large projects; implementing network solutions; conducting end-user training; developing documentation for end-users; maintaining amiable relations with the public, user departments and fellow staff; embracing and learning new technologies. Will perform Occupational Health & Safety duties as outlined in the Corporation’s Health and Safety Program. Will perform other related duties as required.

- QUALIFICATIONS:**
- Must have a three (3) year Community College Diploma or University Degree in Computer Science or Ontario Ministry of Education equivalencies;
 - Must have over three (3) years of work experience in an Information Technology position supporting end users, computers, hardware, peripherals, applications telecommunications and networking in a business environment;
 - Must hold and maintain a current valid and lawful Class ‘G’ Driver’s License in accordance with the Highway Traffic Act, for the purposes of operating a City of Windsor vehicle and provide a driver’s abstract as a condition of employment;
 - Must complete a post-offer strength test in an effort to assist the successful candidate in completing the position tasks safely and to aid in minimizing injuries on the job;
 - Must be able to lift up to 56 lbs;
 - Must have exceptional customer service skills;
 - Must have strong problem solving and problem management skills;
 - Must be able to effectively prioritize competing and changing issues in a large corporate environment;
 - Must be able to effectively manage multiple technical initiatives independently and as a part of a team;
 - Previous experience in a helpdesk or customer service environment, dealing with end users, and developing and conducting computer training courses will be considered an asset.

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POSTING SPECIFICS:

- Posting Period:**
- Wednesday, June 10, 2015 at 8:30 AM to Tuesday, June 16, 2015 at 4:30 PM
 - **APPLICATIONS WILL ONLY BE ACCEPTED DURING POSTING PERIOD**
- Who May Apply:**
- Current City of Windsor employees. Eligibility for consideration is determined by the applicable collective agreement and/or current Corporate hiring practices.
- How To Apply:**
- Complete an Internal Job Transfer Form (available at Human Resources or on Dashboard) and attach as resume, specifically noting the job posting number, your qualifications and experience as outlined above.
- Apply To:**
- In person to the Human Resources Department or one of the Customer Care Centres
 - By faxing your Job Transfer Form and resume to the Human Resources Department
- Update:**
- By Human Resources on April 13, 2015

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.