

NOTICE

Clerk 4 (Service Desk Support)

Corporate Services Department
Corporate Information Services Branch
(Temporary for approximately three months)

Notice No. N-006

DUTIES:

1. Responds to, and resolves, desktop hardware and software failures.
2. Assists with the installation of various hardware technologies.
3. Interacts with vendor support personnel and other staff to assist with resolving desktop hardware and software problems.
4. Logs and maintains calls in the corporate Service Desk system.
5. Provides technical guidance, assistance and training, as required.
6. Performs other related duties as assigned.

QUALIFICATIONS:

- Successful completion of at least one year of a two-year computer systems technology program with emphasis on microcomputer hardware, operating software, communications and networks.
- One year of experience in providing desktop hardware and software support would be an asset.
- Knowledge of the operational and technical characteristics of computer systems and equipment.
- Knowledge of Windows and Microsoft Office.
- Knowledge of local area network topologies and implementations.
- Knowledge of local and wide area network communications facilities.
- Ability to relate well with all levels of the organization and external contacts.
- Ability to plan own work schedules in order to meet deadlines, while working with limited supervision.
- Good interpersonal and communication skills

HOURS OF WORK:

Shift work, weekend work and call backs may be required.

SALARY:

\$2,852.30 to \$3,144.64 per month.

Please forward a detailed resume in confidence **by 5:00 p.m. on Wednesday, February 22, 2012 to:**

Human Resources, City Hall
222 Third Ave N
Saskatoon SK S7K 0J5
Fax: (306) 975-3073
Email: careers@saskatoon.ca

For further information regarding this position, contact: Human Resources at 975-3261.



While we sincerely appreciate the interest of all applicants, only those candidates selected for an interview will be contacted.

