



Intermediate/Senior Technical Support Specialist
Full-Time – Permanent Position (35 hours/week)
Competition TOS2020-15

The Town of Strathmore is a vibrant and progressive community of 13,000 people, located on the Trans Canada Highway 40 km east of Calgary. The community offers all amenities that appeal to a wide range of lifestyles including first class educational and recreational facilities. The Town of Strathmore provides a range of services and programs that promote the well being of the Strathmore community, “*Where Quality is the Way of Life*”. Striving to be a leader in municipal administration and operations, the Town has a strong and engaged team focused on delivering these services to the citizens of Strathmore.

Reporting to the IT manager, the Technical Support Specialist will provide advanced operational support of the Town’s information and technology infrastructure. This position requires a collaborator, with the ability to build and cultivate relationships with end users and stakeholders across the organization in order to ensure IT solution strategies meet the needs and goals of the Town of Strathmore.

Key Responsibilities Include:

- Maintain Local Area Networks, servers, security, and connectivity with satellite offices;
- Ongoing implementation and documentation of business initiatives and projects;
- Perform troubleshooting of tier 1 -3 technical issues for in-house and remote locations;
- Provision and management of accounts within O365, Windows AD, Azure, database, phones and security systems;
- Create and maintain IT documentation and reference materials;
- Development and maintenance of internal IT policies.

Competencies & Behaviours:

- Ability to manage time and organize workload effectively across higher priority items;
- Motivated to provide an above and beyond customer experience to staff;
- Willingness to contribute to and collaborate within a team-oriented environment;
- Ability to present ideas in user-friendly language to non-technical staff and end users;
- Highly self-motivated, with the ability to work independently with minimal supervision;
- Excellent documentation abilities, with a sharp attention to detail;
- Superior communication and interpersonal skills.

Required Education & Experience:

- Formal technical education or certifications (or industry experience equivalence)

- Office 365, Azure, MS Teams, Exchange Administration: 5 years (Required)
- Windows Active Directory, Group Policy, Windows Deployment Services: 5 years (Required)
- TCP/IP networking fundamentals, support network & security devices: 5 years (Required)
- Virtual machine administration and provisioning: 5 years (Required)
- VOIP and/or MS Teams phone administration: 3 years (Preferred)
- MDM and Apple iOS management: 3 years (Preferred)
- IT security vulnerability identification & mitigation: 3 years (Preferred)
- Valid Alberta Class 5 driver's licence, including an acceptable Driver Abstract
- Consent to disclosure of a Criminal Record Check

Working Conditions:

- Some after hours/weekend work will be required on occasion.

Compensation: The Town of Strathmore offers a competitive salary and benefits package based on your experience and qualifications.

This position will remain open until a suitable candidate is found.

Please forward a cover letter and resume describing your experience and ability with respect to the competencies and behaviours stated above. Submissions should be sent by email to careers@strathmore.ca, quoting **Competition TOS2020-15**.

The Town of Strathmore thanks all applicants; however, only those selected for an interview will be contacted.

We are an equal opportunity employer and encourage applications from all qualified individuals. We are committed to providing a diverse and inclusive work environment where every employee feels valued and respected. We will consider accessibility accommodations to applicants upon request.

This posting is intended as a summary of the primary responsibilities and qualifications for this position. The job ad is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.