



Family & Children's Services of Renfrew County

Together, A Caring Community.

SERVICE DESK SUPPORT

Department:	Information Technology
Accountability:	Supervisor of Information Technology
Location:	Pembroke

Family & Children's Services of Renfrew County is a multi-service agency committed to providing preventative, protective and socially inclusive services and programming that empower and strengthen everyone. We are focused on cultivating a team-oriented work environment where everyone thrives. Our goal is to develop and strengthen collaborative partnerships to increase availability, accessibility and quality of care to the surrounding community. Our agency commitments include: moving forward Anti-Oppressive Practice, French Language Services and working alongside the Indigenous Communities.

POSITION SUMMARY:

The Service Desk Support role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. The Service Desk Support reports to the Supervisor of Information Technology, who shall assign, supervise and assess the performance of this position.

GENERAL RESPONSIBILITIES: The Service Desk Support will:

Acquisition & Deployment

- Assist in software releases and roll-outs and communication to the end users.
- Maintain inventory of all IT assets
- Periodically provide technical training to groups regarding use of software and best practices.

Operational Management

- Field incoming requests to the Service Desk via telephone, e-mail or in person to ensure courteous, timely and effective resolution of end user issues.
- Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue.

- Prioritize and schedule problems.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the agency.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Ensure desktop compliance with agencies Cyber Security Fabric, including virus definitions, machine patching, maintaining/monitoring early warning systems.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test Use Cases to ensure problem has been adequately resolved.
- Perform post-resolution follow up to help requests.
- Develop help sheets, guides, training videos, and FAQ lists for end users.
- To perform other duties as assigned by the Supervisor of Information Technology.

PERFORMANCE INDICATORS:

- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks.
- Experience working in a team-oriented, collaborative environment.

SKILL REQUIREMENTS:

- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills.
- Ability to identify systemic barriers to equity and anti-oppressive practices and apply this lens to your work with FCSRC.
- Knowledge, experience, and understanding of the culture, history and current oppressions experienced by marginalized groups.

- Ability to understand and apply anti-colonial, anti-racist, anti-ableist, anti-cisgenderist, anti-ageist, anti-classist, anti-heterosexist lenses to social problems.
- Ability to demonstrate critical thinking and implement evidence-based research into practice
- Understanding of the CYFSA, Signs of Safety, Anti-Oppressive Practice and Strength-Based approach

KNOWLEDGE & EXPERIENCE:

- Successful completion of a 2 year college or university education in information technology or a related field
- Knowledge of basic computer hardware, including notebooks, desktops, mobile devices, printers, switches, routers and networking equipment.
- Experience with desktop and server operating systems, including Microsoft Windows 7/8/10/11/server, chrome OS, Android OS, IOS, and Linux.
- Extensive application support experience with Microsoft products.
- Experience with Network Administration, MDM solutions, IP Phone Systems, device (smart phone, tablet, IoT) management, Office 365 suite including SharePoint online, MS Teams, and OneDrive.
- MS Power platform knowledge considered an asset (PowerApps, Power Automate, PowerBi, PowerShell).
- Working knowledge of a range of diagnostic utilities.
- Experience Training groups on technical content considered an asset.
- French Language skills considered an asset

WORKING CONDITIONS:

- Normal office working condition apply
- Periodic heavy lifting will be required.
- Ability to travel and work out of different offices within Renfrew County

SALARY:

As per collective agreement