

WE ARE NOW ACCEPTING APPLICATIONS FOR:

**First Level Helpdesk Support
Information Technologist - Level 2
Innovation, Technology & Communications**

The First Level Helpdesk Support role is the first level of contact with all of our clients relating to technical issues and requests. There is a high-level of client contact via phone, email, and in person in this role and the individual must excel at customer service and technical problem resolution.

MANDATORY QUALIFICATIONS & EXPERIENCE:

- Grade 12, G.E.D., or Mature High School Diploma
- Post secondary diploma, degree or certification from a recognized technical training institute.
- One year of experience working in an Information Technology helpdesk related role in dealing with clients.
- Sufficient experience in the information technology field to have demonstrated competence in related tasks.

Successful Applicant must obtain satisfactory results from a criminal background investigation.

NOTE: The qualifications are not intended to limit the opportunities for interested candidates but provide the candidates with an understanding of the level of expertise required in this position.

Competition # 230038

Please apply with a cover letter and resume on-line at: <http://jobbank.brandon.ca/>

Posted on: March 17, 2023

Applications will be accepted until **11:59pm on March 31, 2023.**

This opportunity is open to all applicants; however, first consideration will be given to current City of Brandon CUPE employees.

The selection process for this competition will include testing and an interview.

The City of Brandon reserves the right to underfill this position.

Rate of Pay:

\$30.45 – 35.61 per hour - 2023 rates.

Position Conditions: This permanent, full-time position (36.25 hours per week) will be offered in accordance with conditions identified in the Collective Agreement between the City of Brandon and CUPE Local 69.

The City of Brandon is committed to an inclusive, barrier free environment and will accommodate the needs of applicants under the Accessibility for Manitobans Act (AMA) throughout all stages of the recruitment and selection process. We thank all applicants for their interest; only those advancing in the competition will be contacted. If contacted to participate in the process, please advise if you require an accommodation.

If you are interested in finding out more about the City of Brandon job opportunities as soon as they are posted, please follow us on Facebook or Twitter!