CLIENT SUPPORT TECHNICIAN

Are you the go-to person for solving your friends and family's technology problems? Does technology come naturally to you? Then this is the job for you.

If you have a two year diploma in Computer Science or related discipline and ITIL v3 Foundations with 2-5 years' experience in a support environment using enterprise municipal software, we are looking for you. Our applications include Unit4 Business World (Agresso), Tempest, Class, ArcGIS, CIS Infinity, Adobe Acrobat and Microsoft Office.

You must be able to troubleshoot and problem solve while providing superior customer service. You must be self-motivated, adaptable and able to work cooperatively in a team in order to execute on the technical support and training initiatives.

This position involves daily interaction by phone, email and in person with clients providing them technical support and solve problems in a quick and efficient manner. You must be able to write clear and well documented support tickets providing the ability for the operational and development team to analyze. Creating and executing effective training sessions, software training materials, knowledge base solutions and FAQs is also a component of this position.

The City has many facilities which this position will support, as such, a valid Class 5 BC Driver's licence is also required.

If you are interested in this exciting, please forward your resume quoting Competition #16-41E by 4:00PM, Friday, June 17, 2016 to:

City of Penticton, Human Resources
171 Main St. Penticton B.C. V2A 5A9
Email: apply@penticton.ca

Please note that only shortlisted candidates will be contacted. Thank you for your interest in the City of Penticton.