

# Be Part of the Story.



At the City of Abbotsford our people are our greatest asset. We offer a wide range of diverse, stimulating and rewarding career opportunities that support and recognize high levels of performance. In Abbotsford, we work strongly to create a challenging yet rewarding environment for our employees to thrive. We invite you to become part of a place that has strong corporate and organizational values, rewarding career paths, challenging opportunities, and an engaging and dynamic team to work with.

## **IT Support Advisor Exempt, Full Time Posting #J0424-0392**

### **Be part of the story. Join our team today.**

The City of Abbotsford is currently offering an exciting opportunity for a self-motivated and driven professional to join our team in the role of IT Support Advisor. Reporting to the Manager, IT Support, this role is pivotal with ensuring City staff have the IT tools and resources for the effective delivery of services. This role is a vital member of the Information Technology team to help the organization improve the quality, accuracy, efficiency and responsiveness of City services and achieve Council's vision for the City "...to be the Hub of the Fraser Valley."

The IT Support Advisor is a key technical and administrative position that coordinates the seamless and efficient delivery of IT equipment and services for City staff, and investigates and implements improvements to IT services and desktop management tools.

This role will partner with various stakeholders including City staff, IT team members, contractors and the Manager, IT Support to lead the continuous improvement program, act as escalation point for complex IT Support issues, and ensure compliance with IT contracts. The IT Support Advisor determines licensing requirements and prepares reports, correspondence, presentations and business process documentation. The IT Support Advisor also supports an exceptional customer service experience for the City's staff through proactive communication, effective resolution of technical issues and the implementation of technology and process improvements. The ability to create and maintain relationships with all stakeholders is a key success factor in this role.

Along with the ability to work independently, you must be a team-player with proven communication skills and enjoy staying current with technological trends and developments for the work.

#### **The ideal candidate will possess:**

- A relevant Diploma obtained from a recognized technical institute or college;
- Minimum 2 years or progressively responsible related experience;
- Strong problem-solving skills and ability to handle complex technical scenarios;
- Excellent communication skills, with a focus on customer service and team collaboration.

The City of Abbotsford is committed to creating a workplace that fosters a culture of diversity and inclusion by attracting, retaining and developing a talented and diverse workforce which broadly reflects the community and citizens we serve. As such, we encourage applications from individuals from all genders, backgrounds and underrepresented groups. We will be happy to work with applicants requesting accommodation at any stage of the hiring process.

If you are ready to take on a diverse and challenging role in local government, please apply online at [www.abbotsford.ca/careers](http://www.abbotsford.ca/careers)

**Salary: \$83,101 to \$98,043**

**Closing Date: April 24, 2024**



**RECRUITMENT**

[www.abbotsford.ca/careers](http://www.abbotsford.ca/careers)