



# Create the city of tomorrow, today.



The City of Surrey is a place of innovative transformation and accelerated growth—where the future is limitless and possibilities are endless. If you are excited about helping to build the city of tomorrow—and you share our values of integrity, service, teamwork, innovation and community—join us, today.

## SUPPORT SPECIALIST 2

The Support Specialist 2 works under direct supervision with some latitude for exercising independent judgment while supporting the work of others in a highly structured environment by completing delegated tasks. This position provides IT Service Desk telephone and email support of users; desktop hardware, software and related equipment installations, upgrades, moves, changes and troubleshooting. You will act as a point of reference to other staff by answering questions, demonstrating and documenting work methods and procedures. Within this position, growth occurs through increased responsibility and accountability (supervisory, administration and decision making).

The successful candidate will be able to think logically and analytically in a problem solving environment and have the ability to perform under pressure while meeting deadlines established according to corporate priorities. Call Centre experience is desirable, and experience providing superior customer service through clear communication and listening skills is a must. Academic and practical knowledge of computers, computer programming, applications, networking and support in an IT environment is required.

The successful candidate will have **one** of the following:

- a diploma in a directly related field from a recognized institution, or equivalent industry certification, plus 1 years directly related experience
- a Bachelor's degree in a directly related field;
- Technical courses in the field plus 3 years directly related experience.

This position requires the completion of a satisfactory criminal record check.

Please apply on-line at [www.surreycareers.ca](http://www.surreycareers.ca).

We offer a dynamic work environment and excellent opportunities to advance.

integrity | service | teamwork | innovation | community

To apply online, go to our website.  
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