Service Desk Analyst

Employment Type: Permanent, Full time
Location: Aurora, ON
Salary Range: $77, 210.85 to $99,513.06
Closing Deadline: July 7, 2025

The Town of Aurora is located in the heart of York Region and just 30 kilometers north of Toronto. Our vision is to become a progressive community with a small-Town charm and our mission is to deliver exceptional services that make people proud to call Aurora home. Our workforce is talented, diverse, and committed to fostering a culture that exemplifies teamwork, embraces innovation, and values diversity, equity, and inclusion to achieve mission excellence. It is important that our workforce reflects the citizens we serve. Come join us at the Town of Aurora, "You're in Good Company".

Position Summary

Reporting to the Supervisor, Infrastructure and Service Desk this position provides level 1 and 2 IT Service Desk support. This role is responsible for troubleshooting, documenting, escalating, and resolving inquiries/requests related to all aspects of the corporate technology environment submitted by phone, email, and in-person. This role is also responsible for software and hardware inventory, hardware lifecycle management, identity and access management, creating/deploying software packages and researching/recommending new technology solutions.

Responsibilities

- Answers the IT Service Desk phone, email and in-person requests from internal clients in a courteous and timely manner to ensure quick response to incidents and logs requests in the IT ticketing system.
- Monitors IT ticketing system for new tickets and provides initial responses and troubleshooting. Provides technical support and resolves new requests on first contact where possible and escalates to appropriate team/staff when required.
- Maintains communication with clients to advise of progress to ensure satisfaction and to set appropriate expectations to resolve within established SLA's.
- Provides support for all corporate IT hardware and software systems and technologies.
- Uses a variety of information sources to troubleshoot and diagnose issues and problems and assists with system access and user account requests, ensuring adequate authorization has been provided.
- Communicate, document and coordinate with end users on the installation of upgrades, service packs, enhancements and modifications to corporate systems and technologies.
- Responsible for the creation of software deployment packages for current and new applications, including upgrade/patches and Microsoft Office and Windows deployment.
- Maintain software and hardware inventories and conducts research and provides recommendations for new technology solutions.
- Assists in the setup and operation of IT technologies for Council and Committee meetings.

Qualifications

- Successful completion of a Computer Sciences, Information Technology, related degree or related experience with Microsoft Certified Professional designation.
- Minimum two years demonstrated experience providing support, troubleshooting, maintenance and upgrade routines for Windows environments (i.e. Windows 7/10). In-depth knowledge of Adobe, and Microsoft Office, Internet Explorer tools. Working knowledge of a range of diagnostic utilities.
- Demonstrated knowledge and experience in the operation and maintenance of audio-visual services and systems is an asset.
- One to two years demonstrated level 1-2 technical support in a service desk role. Support emphasis on customer service, personal computer technology and software, including desktop computers, laptops, tablets, printers, and projectors. Performs software installs, support, troubleshooting, maintenance and upgrades for all corporate software.
- Experience with MSI application tools (or a suitable software automation, distribution and deployment tool), creating and distributing MSI packages for corporate software application deployments and upgrades
- Excellent written and verbal communication skills and the ability to communicate technical concepts and requirements into non-technical terms. Knowledge of and demonstrated ability in corporate core competencies including customer service, communication, teamwork, initiative/self-management, accountability and flexibility/adaptability. Excellent interpersonal, presentation, analytical and problem solving, organizational and time management skills.
- Availability to work overtime and/or flexible hours including on call for after hours and weekends as may be required to meet deadlines and resolve problems.
- Ability to exercise discretion and judgement when handling confidential/sensitive information.
- Valid Class "G" Driver's License in good standing and reliable vehicle to use on corporate business.

Successful applicants to this position will be required to provide a **Police Criminal Record Check** that is satisfactory to the Town prior to their start date at the applicants' own cost.

If you are interested in joining our dedicated team of municipal professionals, please visit our Jobs - Town of Aurora page and apply to the position directly.

The Town of Aurora is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise the Human Resources Division of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially. We thank all applicants and advise that only those selected for an interview will be contacted.

Applicant information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used to determine qualifications for employment with the Town of Aurora. Questions about this collection of personal information should be directed to the Human Resources Division at 905-727-3123.

Artificial Intelligence Transparency Notice

At the Town of Aurora, we are committed to transparency and fairness in our recruitment process. While we utilize a recruitment system (ADP Workforce Now) with Artificial Intelligence (AI) powered capabilities, we do not currently use AI technology to screen, assess or select applicants relating to the recruitment process. While our system is equipped with AI tools, we prioritize a human-centered approach to recruitment. All candidate evaluations are conducted through direct human interaction, ensuring that hiring decisions are based on a thorough review of qualifications, skills, experience, and corporate cultural fit. We remain committed to transparency, fairness, and compliance with all relevant legislation, including Bill 149, in order to protect the rights and privacy of all applicants.