Knowledge, Skills & Abilities Required:
Service Desk

Category: Technical/Professional

Education/Certifications	• Degree or diploma in computer science, software engineering, or information systems
Experience	• New graduate to 5 years of recent municipal and/or public sector experience working with IT users, depending on position. • Experienced with end user problem resolution and documentation, support of desktop productivity suites and operating systems, managing software deployment, troubleshooting application issues, working with Active Directory Services, file access maintenance and domain membership management, PC/Laptop/Printer/Scanning configuration and troubleshooting. • Experience with Citrix • Knowledge of and experience with supporting desktop applications and network repository • Experience working in an IT Service Desk environment
Skills/Abilities	• Communication skills • Partnership & Relationship Management • Customer Service & Conflict Management • Project & Time Management • Critical Thinking & Problem Solving • Highly self-motivated and directed
Ongoing Training	• Keep current of industry trends related to malware, ransomware, and other emerging threats.
Common Career	• Business Applications Developer Analyst • Enterprise Server/Software Administrator • Database/Storage Administrator • Hardware/Datacentre Administrator • Network Infrastructure Administrator