



**Mountain View**  
C O U N T Y

# Employment Posting

1408 Twp. Rd. 320 / Postal Bag 100, Didsbury, AB Canada TOM OW0  
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www.mountainviewcounty.com

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**MVC04-2017 – Friday June 23, 2017 – or until suitable candidate is chosen**

**Desktop Support (IT)**

**\$22.10/hr – Monday through Friday (35 hour work week)**

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## Position Summary:

This position is responsible for first-tier IT support. Duties will include providing help desk support to employees and councillors for Office applications, and other basic support. The position will also ensure documentation is up to date for the IT team.

## Main Duties:

1. Provides first-tier application support to County employees, councillors and board members.
2. Monitors and responds to tickets and support calls; or ensures they are passed on to senior IT support.
3. Support creation and maintenance of documentation for the IT department.
4. Contributes to Business Services/IT team meetings through constructive input.
5. Provides basic support of the phone system for reception and phone system users.
6. Support communications to the user community on interesting topics or ideas on how to better use systems that are in place.
7. Maintains the confidentiality of sensitive information seen or heard.
8. Performs all duties with a level of interpersonal skill appropriate to the position and may be required to perform other assigned comparable duties which are within the scope of knowledge, skills and abilities required by this position specification.

## Requirements:

- Minimum Grade 12 or GED equivalent;
- Completion of a post-secondary Technology-related program is an asset;
- Ability to communicate well, both written and verbal;
- Technical writing capability;
- Ability to support MS Word, MS Excel, and MS PowerPoint, as well as use Adobe Acrobat and MS Visio or equivalent;
- Interest in IT and technology in general is an asset;
- Completion of Microsoft Office Specialist is desirable;
- Solid planning, organizing and problem-solving skills. Commitment to continuous improvement and excellent customer service as part of a team; and
- Valid AB Drivers License – (no more than six (6) demerits)

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Submissions will be received until **Noon Friday June 23, 2017 – or until suitable candidate is chosen**. All applications are to be marked “**confidential**” and will be received in confidence. Submit resumes, **Attention Human Resources**, in one of the following ways:

- Email to [hr@mvcountry.com](mailto:hr@mvcountry.com)
- Fax to (403)335-9207
- Mail to Mountain View County. PO Bag 100, Didsbury, AB TOM OW0

For a detailed Position Description please contact Human Resources directly at 403-335-3311 ext 194 or email your request to [hr@mvcountry.com](mailto:hr@mvcountry.com) - We appreciate the interest of all candidates; however only those considered for an interview will be contacted.