



Technology Support Analyst

(Job Description Currently Under Review)

Located on the southwestern tip of Vancouver Island, BC, Sooke has a sheltered harbour, and is a scenic forty-five (45) minute drive from BC's capital city, Victoria. As a part of a temperate rainforest, Sooke district has one of the mildest climates in Canada. Characterized by warm, dry summers and mild winters, Sooke's pleasant climate is a year-round paradise for those who enjoy outdoor activities, such as hiking, biking, kayaking, or sailing.

Our team welcomes those who share our values of accountability, compassion, leading by example, respect, and service excellence to apply for this exciting opportunity.

The District of Sooke has a permanent employment opportunity for a Technology Support Analyst. Reporting to the Head of Information Technology, the Technology Support Analyst is responsible for the day-to-day operation and support of the District's computer systems, applications, servers, networks, telephone systems and mobile devices. This includes: installation, configuration and upgrades of new and existing systems; routine monitoring, maintenance, patches and system backups; and providing technical support via a Help Desk.

The Technology Support Analyst will be responsible for administering and maintaining user accounts, mailboxes, as well as undertaking special projects and assignments as required. The ideal candidate will have strong SharePoint Online skills and will work closely with Corporate Services in the ongoing delivery of the District's electronic records management program. Working experience with SharePoint Online, Office 365, Microsoft Dynamics GP, and Tempest is considered an asset.

The successful candidate will possess excellent verbal and written communication skills with a proven ability to strategize and think critically regarding effective IT solutions. Working as part of a small team, the ability to be collaborative as well as demonstrate leadership and accountability are required as well as building and maintaining strong working relationships across the organization.

This position may, on occasion, be required to work extended hours including evenings and weekends and the work schedules may be flexible to attend Council meetings or special projects after normal work hours.

To be considered for this role, applicants should have:

- A completion of a diploma or degree in Information Technology from an accredited technical institute or post-secondary institution.
- A minimum of five (5) years of recent experience with server and network hardware and software installation and support.
- A minimum of two (2) years' experience in Active Directory, Exchange Online and SharePoint Online.
- Microsoft and other certifications are considered an asset, as with experience working in a government or not-for-profit organization.
- A satisfactory Criminal Record Check.

This is a CUPE Local 374 position. The 2021 salary for the Technology Support Analyst is \$38.39/hour, plus an excellent benefit package.

To view the full job description, visit the employment page of our website at **www.sooke.ca/employment**

Please quote **2021-011 Technology Support Analyst** in the subject of your email, and submit your detailed resume and cover letter, in PDF format, outlining your interest and experience for this opportunity to hr-jobs@sooke.ca.

Closing date for receipt of applications is 9:00 p.m. on Sunday, June 27, 2021.

The District of Sooke thanks all applicants for their interest and advises that only those to be interviewed will be contacted.