

Located an hour east of Toronto, the thriving Southeastern Ontario community of Northumberland County has a rich history of agricultural production, world-class manufacturing, and economic viability. As the upper tier of municipal government, we weave together seven diverse yet complementary municipalities.

Currently, we are looking to fill the following student vacancy:

### **Information Technology (IT) Client Services Intern**

Contract, full-time

May 6, 2024 - August 30, 2024

Hourly rate: \$17.77 - \$19.23 - 35 hours per week

The IT Client Services Intern role will work as part of the Service Desk team to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end-user help requests and escalating incidents when considered appropriate and necessary to maintain Service Level expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as requiring that the individual to give in-person, hands-on help at the desktop level.

This position will participate in providing timely and effective solutions to end-user productivity issues as they relate to IT-services computer operations. They will also participate in end user hardware rollouts and may participate in continuous improvement projects within the IT department.

#### **Duties & responsibilities:**

- Provide first contact support of incoming requests to the service desk to ensure courteous, timely, and effective resolution of end-user issues. Build rapport and elicit problem details from end-users.
- Record, track, and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
- Identify and learn the appropriate software and hardware used and supported by the organization.
- Use remote tools and diagnostic utilities to aid in troubleshooting. Research solutions through internal and external knowledgebases as needed.
- Perform hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes as determined.
- Perform preventive maintenance on devices
- Deploy pre-packaged software and other devices.
- Identify potential large scale issues that might affect the organization by looking for and responding to emerging trends in incidents.
- Create support documentation and help files by reviewing and updating existing support documentation, developing help sheets and FAQ lists for end users, and contributing to technician knowledgebases as needed.
- Roll out and track replacement and new PC hardware and mobile devices.
- Provision accounts for new hires, including annual Paramedic recruitment and Summer Students, as part of onboarding
- Perform supportive tasks related to IT projects, such as security rollouts and application upgrades

- Perform supportive IT tasks related to County business unit initiatives
- Contribute to continuous improvement projects within the IT department.

### **Qualifications:**

- Enrolled in University Degree or College Diploma program in Computer Sciences, or a related field of study.
- Knowledge of basic computing hardware including desktops, laptops, tablets, smartphones, VoIP phones, printers, and other common peripherals.
- Experience with operating systems including Windows 10 Professional, and iOS.
- Understanding of MS Office suite including Outlook/M365.
- Must have the ability to quickly learn and adapt to new hardware solutions and software applications.
- Knowledge of industry standard approaches and emerging trends with respect to Service Desk/Tier 1 support and being able to identify opportunities to improve the Service Desk function to better suit client needs.
- Valid Ontario Class "G" license.

### **Eligibility requirements:**

A student is defined as a person between the ages of 15-30 at the start of the employment; registered as a full-time student in the previous academic year (2023/2024) and intends to return to school on a full-time basis in the next academic year (2024/2025). As a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment, you are legally entitled to work in Canada. You must be available to work from May 6 to August 30, 2024.

The successful candidate will be required to submit a satisfactory Police Record Check prior to the commencement of employment. We thank all applicants for their interest, however, only those selected for an interview will be notified. If you wish to apply for more than one job, please apply to each position individually.

### **How to Apply:**

When emailing your application, please ensure your up-to-date cover letter, résumé and driver's abstract are submitted as a single document in Microsoft Word (.docx) or Adobe PDF (.pdf) format. Please also indicate in your cover letter your preferred method of contact: text, email, or phone call.

We invite you to submit your application **by 4:30pm on Thursday, February 29, 2024, to:**

Human Resources  
County of Northumberland  
555 Courthouse Road  
Cobourg, ON K9A 5J6

**Email:** [hr@northumberland.ca](mailto:hr@northumberland.ca)

**Subject line:** IT Client Services Intern

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to [accessibility@northumberland.ca](mailto:accessibility@northumberland.ca) or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.