

CLIENT SUPPORT ANALYST

Approval Date:	May 2026	Department:	Information Technology
<input type="checkbox"/> IAFF	<input checked="" type="checkbox"/> CUPE	<input type="checkbox"/> Management	
Title of Management Supervisor:	IT and Information Security Manager		

General Accountability:

Purpose and Scope

Under the direction of the IT and Information Security Manager or Supervisory designate, the Client Support Analyst provides technology support, problem resolution services and troubleshooting to the organization by way of Level One and Level Two client support duties, including setting Helpdesk and RCMP Central Helpdesk task priorities.

Technology support within the City of Campbell River includes ongoing maintenance of various software applications such as, but not wholly inclusive to, Microsoft (MS) Windows operating systems, MS Office suite and Office 365 and phone systems/voicemail. The incumbent is also responsible for maintaining and troubleshooting issues related to peripheral equipment such as printers, telephone units, cell phones, photocopiers and other hardware to meet business requirements.

Nature and Scope of Work

- Provide onsite and remote (by phone, email, teams) technology support, problem resolution and troubleshooting services to staff.
- Troubleshoot a variety of software, hardware, and network communication problems in a timely manner.
- Update help desk tickets, resolve support requests or escalate as required.
- Provide advice and assistance to clients to enable them to optimize IT related products, services, and equipment.
- Prepare PC's and laptops for use, with appropriate hardware and software installed, delivers and tests at site.
- Undertake diagnostics and testing of new and used printers at all locations.
- Install and test peripheral devices at all locations (e.g. mobile devices, label printers, scanners, webcams etc.).
- Assist users with software applications; prepare user guides and provide routine assistance for computer and network operations.
- Perform routine network and system administration tasks required to set-up and configure clients on the network (e.g. monitoring and setting security access, correcting passwords).
- Liaise with vendors as required for timely task resolution of hardware and software problems.
- Undertake and lead projects in the Client Support area (e.g. one-drive training, SharePoint etc.)
- May assist with the Helpdesk function including: ; following up on call resolution; generating and reviewing monthly support ticket statistics to determine significant areas of concern; identifying corporate training needs and responding to call analysis requests.
- Other duties as assigned.

Necessary Qualifications

Knowledge:

- Thorough knowledge of personal computer technology and Microsoft Windows operating systems; applications and tools; presentation tools; and documentation techniques.
- Working knowledge of help desk management software tools.

- Working knowledge of computer workstation setup.
- Knowledge of the practices and procedures used by the City and RCMP in the operation of telephone and computer hardware and software related to the work performed.
- Knowledge of the function of city departments, RCMP detachment services and their requirements.
- Working knowledge of WorkSafeBC regulations and safe work procedures.

Skills:

- Thorough knowledge and ability to be considered an advanced user in corporate-wide applications, Office 365 Suite of applications and an intermediate level user in other commonly used applications (e.g. latest Windows operating systems, MS Teams, MS Publisher, MS Project, MS Visio, MS Copilot remote desktop services; RCMP Experience only - Prime, CPIC, JUSTIN, Livescan).
- Excellent analytical and problem solving.
- Effective written and oral communication skills
- Excellent organizational and time management skills.
- Safe work habits and practices.
- Ability to tactfully deal with clients and the public.

Abilities:

- Ability to quickly analyze issues and determine best course of action using available resources.
- Ability to multitask, set priorities and work with minimal supervision.
- Ability to work as part of a team.
- Ability to prepare technical documentation on procedures and guidelines for City staff and client support staff.
- Ability to continually learn and adapt to new and changing technology.
- Ability to deliver a high level of customer service and deal calmly, courteously and tactfully with all clients.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Must have physical strength and ability to perform the work.

Education:

- Grade 12
- Two (2) year diploma in the field of computer sciences or information technology from a recognized post-secondary institution or the equivalent industry standard.

Training/Certification:

- CompTIA A+ Certification or equivalent certification.
- Must possess and maintain a valid Driver's Licence and produce and maintain a clean driver's abstract, as per City policy.
- Must pass and maintain RCMP Secret Level Security Screening - **Condition of Employment**

Experience:

- Minimum of three (3) years of related experience in an IT Client Support role, preferably in a municipal or police environment, within the last five (5) years.

Preferred Criteria (for external posting)

- Microsoft role-based certifications related to Azure and Cloud environments.
- **Note:** For short or long-term auxiliary assignments less than six (6) months, the condition of an RCMP Secret Level Security Screening is waived.