



## CAREER OPPORTUNITY

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<b>Position Title:</b>	<b>Computer Support Specialist</b>
<b>Department:</b>	<b>Finance &amp; Administration</b>
<b>Employee Group:</b>	<b>C.U.P.E. Local 768</b>
<b>Salary:</b>	<b>\$31.08 (\$27.97 Probationary)</b>
<b>Competition No:</b>	<b>2025-03</b>
<b>Closing Date:</b>	<b>Friday February 21, 2025</b>

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The City of Corner Brook is presently accepting applications for the permanent position of **COMPUTER SUPPORT SPECIALIST** with the Computer Services Division in the Finance and Administration Department.

### **DUTIES:**

Perform routine network maintenance, including upgrades, patch management, and reconfiguration of systems, servers, and network devices. Install, configure, and maintain software and hardware (including computers, printers, servers and the IoT), ensuring that all equipment is operational and secure. Diagnose and resolve issues related to software errors, network connectivity, and hardware malfunctions. Provide timely support to users experiencing technical difficulties. Prevent issues by identifying and addressing root causes. Perform administrative tasks on servers, including user account management, permissions, and system monitoring to ensure optimal performance and security. Assist users with workstation setup, installation of third-party software, and offer guidance on usage. Provide training and support on software, hardware, and troubleshooting processes. Work both independently and as part of a team to analyze, develop, and deploy new technologies and assist in implementing and upgrading network infrastructure. Taking part in a helpdesk environment while updating all communication and resolutions to ensure effective communication within the department and with end-users. Preparing and presenting implementation plans. Participating in testing, evaluating, and recommending new network products and versions. Ensure consistent backups for all systems and oversee data recovery processes in the event of a system failure, ensuring minimal downtime and data loss. Maintain system security by applying security patches, monitoring vulnerabilities, and ensuring compliance with organizational policies and industry standards. The Computer Support Specialist will report directly to the Manager of Computer Services and collaborate with the IT team to ensure high-quality service and system performance. This position involves supporting a wide range of technologies and departments, including but not limited to the 911 PSAP, Civic Centre, Water Treatment Plant, City Hall, Fire Department, and Operational Services. The ideal candidate will be proficient in network management, troubleshooting, and helpdesk support, and will work closely with the Manager of Computer Services to ensure seamless operation across this diverse and dynamic environment.

**Required Qualifications:** Completion of a degree or diploma in Computer Science, Information Technology, or a related field, or equivalent work experience. A minimum of two (2) years of experience in a computer support role, with a focus on network management, troubleshooting, and user support. Strong hands-on experience with networking technologies (e.g., Cisco, TCP/IP,

VPNs, DNS, DHCP). Proficiency in managing and maintaining Windows Server environments. Experience in web page design and maintenance is an asset. Strong problem-solving, communication, and interpersonal skills. A strong desire to stay current with changes in information technology. Occasional availability on weekends or evenings for system repairs or upgrades may be required.

An equivalent combination of training and experience will be considered.

The City of Corner Brook will provide support throughout the recruitment process for applicants with disabilities, including accommodation that considers an applicant's accessibility needs. Candidates are encouraged to discuss specific needs with the City's Human Resources division, by emailing [careers@cornerbrook.com](mailto:careers@cornerbrook.com).

*The City of Corner Brook thanks all applicants for their interest; however, only those selected for an interview will be contacted.*

Please submit résumés **giving complete details of qualifications** via E-mail [careers@cornerbrook.com](mailto:careers@cornerbrook.com) .