



**IT Help Desk Analyst Summer Student  
May to September 2025  
Job Posting# 2025-07  
Closing Date: Open until filled**

The City of Owen Sound is seeking applicants for the role of Help Desk Analyst summer student from approximately May to September 2025. The City will facilitate a co-op opportunity for students in a related field of study. This position is the first point of contact for end users for all technology issues and service requests, providing technical support and aid with troubleshooting issues via phone, email, or in person while also implementing solutions. Responsible for resolving Level 1 (basic IT) requests and escalating Level 2 IT issues to senior staff as appropriate. As a Help Desk Analyst student, you have the opportunity to work on some or all of the following activities:

- Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries
- Receiving, logging and managing calls from internal staff via telephone and email
- End-to-end ownership of incidents and technical support requests reported by end users, including incident identification, logging, classification, and preliminary investigation and diagnosis.
- Dealing with issues with hardware, such as computers and printers, as well as software programs, such as Microsoft Office, Adobe Acrobat, Great Plains, Work Manager, Amanda.
- Creates a positive staff support experience and builds strong relationships through problem understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling requests with a professional attitude.
- Triage Helpdesk requests; either resolving issue or escalating the request to senior staff as needed.
- Track helpdesk requests to determine trends.
- Assist with managing the City's fleet of mobile devices and maintain a current inventory of all IT related assets.
- Basic website and all telecom related services maintenance.
- Plan, organize, coordinate, and manage daily assigned work.

**Employee Group:** Non-Union

**Status:** Student

**Wage Rate:** \$20.00/hour

**Hours of Work:** 8:30am to 4:30pm Monday to Friday

**Education Required:** A secondary school diploma and working towards a college or university degree in a related field or a combination of education and experience satisfactory to the employer.

**Additional Skills / Competencies Required:**

- Basic knowledge of ITIL and helpdesk ticketing software
- Technical knowledge with emphasis on client hardware (desktop, mobile, printer and peripherals), software (Microsoft Windows, Android, iOS, and office productivity), telecom, data networks, and the effective delivery of technical support services is required.
- Strong understanding of diagnostic software and the diagnostic process
- Understanding of Active Directory, group policies, and scripting languages such as PowerShell would be an asset.
- Experience diagnosing problems with a broad array of computer hardware and software systems
- Advanced analytical and problem-solving skills with keen attention to detail.
- Excellent interpersonal skills with ability to establish and maintain effective consulting relationships with internal clients in order to provide exceptional and timely customer service.
- Excellent written and oral communication skills with a proven ability to explain complex technical concepts into understandable terms for business users.
- Good time management and organizational skills adept at effectively dealing with multiple competing priorities while consistently meeting deadlines.

To explore this opportunity further, we invite applicants to forward their resume and cover letter by to:

Human Resources  
City of Owen Sound  
E-mail: [hrjobposting@owensound.ca](mailto:hrjobposting@owensound.ca)

The City of Owen Sound is proud to be an equal opportunity employer, valuing and respecting diversity. We are committed to inclusive, barrier-free recruitment and selection processes. We will accommodate the needs of qualified applicants under the *Human Rights Code* and the *Accessibility for Ontarians Disabilities Act*, in all aspects of the hiring process, upon request. We thank all applicants for their interest; however, only those being considered for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act* and will only be used for candidate selection.