320 Esplanade
Sydney, Nova Scotia, B1P7B9
Career Opportunities: cbrm.ns.ca/jobs
Email: jobapplications@cbrm.ns.ca
Fax: 902-563-5582

COMPUTER SUPPORT TECHNICIAN

TEMPORARY, FULL-TIME

JOB SCOPE: Under the supervision of the Network Administrator/Manager IT, Computer Support Technicians provide front-line support to employees of the Cape Breton Regional Municipality by helping end-users resolve incidents and fulfilling service requests. These duties include but are not limited to troubleshooting and maintenance of desktops and related equipment (Smartphones, tablets, laptops, printer issues and other wireless devices); working with vendors and other helpdesks to resolve issues; and participating in enterprise-wide and departmental technology projects.

This role is responsible for providing on-call support outside of normal working hours on a rotational basis.

DEPARTMENT: Corporate Information Services

BARGAINING UNIT: CUPE Local 933

SALARY RANGE: $70,598 to $74,314

MINIMUM QUALIFICATIONS: (MUST INCLUDE COPIES OF THE ITEMS LISTED BELOW)

- Completion of Grade 12 or GED equivalent.
- Completion of a two (2) year college diploma in a related discipline; or completion of a one (1) year college diploma in a related discipline with a minimum of 5 years of progressive work experience.
- Completion of a minimum of CompTIA A+ certification
- Training in Microsoft Office products including Word, Excel, PowerPoint, and Outlook.
- Experience in computer user support.
- Experience as a trainer in computer related topics.
- Must possess and maintain a valid Nova Scotia Driver's License; reliable transportation is required for paid travel to various sites throughout CBRM.
- *Criminal Records Check verification is required as a condition of employment. Vulnerable sector check may also be required for those working with vulnerable populations. This will be requested at a later date.*
- *Medical assessments including but not limited to physical, vision, and hearing tests may be required. The assessments must show the capacity of performing tasks of the classification. This will take place at a later date.*

CLOSING DATE FOR APPLICATIONS: Monday, November 30th, 2026, at 4:00PM

Please quote **Competition Reference #26.94-E** and apply using any channel below:

E-mail: jobapplications@cbrm.ns.ca | **Fax:** 902-563-5582

In-person or drop-box (Attn: HR): 320 Esplanade, Suite 303, Sydney, Nova Scotia B1P7B9We'd like to extend our gratitude to all applicants. Applicants selected to move forward will be contacted by Human Resources.

Guided by Employment Equity principles, we encourage applications from members of designated groups, including but not limited to Indigenous peoples, people of African descent, other racially visible persons, persons with disabilities, women in underrepresented occupations or positions, and members of the 2SLGBTQIA+ communities.

Cape Breton Regional Municipality

320 Esplanade
Sydney, Nova Scotia, B1P7B9
Email: hr@cbrm.ns.ca
Phone: 902-563-5058 **Fax:** 902-563-5582

JOB DESCRIPTION

Position Title:	Computer Support Technician		
Department:	Corporate Information Services	**Location:**	City Hall
Reporting to:	Network Administrator/Manager IT	**Bargaining Unit:**	CUPE Local 933
Salary Range:	$70,598 to $74,314		

JOB SCOPE

Under the supervision of the Network Administrator/Manager IT, Computer Support Technicians provide front-line support to employees of the Cape Breton Regional Municipality by helping end-users resolve incidents and fulfilling service requests. These duties include but are not limited to troubleshooting and maintenance of desktops and related equipment (Smartphones, tablets, laptops, printer issues and other wireless devices); working with vendors and other helpdesks to resolve issues; and participating in enterprise-wide and departmental technology projects.

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MAIN FUNCTIONS

- Respond to user inquiries and provide front-line troubleshooting and resolution of hardware and software issues, both remotely and on-site.
- Assist in the day-to-day operation of the helpdesk by logging, tracking, and updating service requests from intake to closure; take ownership of assigned user issues, follow up proactively, and escalate to the Network Administrator/Manager when needed.
- Provide guidance to users so they can resolve common issues on their own. Give basic instruction to end users during software and hardware rollouts.
- Contact vendors and other helpdesks, as directed, to escalate unresolved hardware and software issues and to arrange warranty repairs or replacements.
- Participate in enterprise-wide and departmental technology projects as assigned.

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PREFERRED QUALIFICATIONS

- CompTIA Network+ or equivalent certification
- Microsoft 365 support experience
- Mobile device management experience
- Experience with a helpdesk ticketing system
- Experience with remote support tools
- Knowledge of Windows Server environments
- Familiarity with WatchGuard and Aruba/HPE equipment

ADDITIONAL QUALIFICATIONS

- Emergency First Aid/CPR Level A/AED

KNOWLEDGE, SKILLS, AND ABILITIES

- Applied knowledge of microcomputers, computer communications systems, Windows and Mac operating systems, Microsoft Office, and internet browsers.
- Familiarity with Active Directory (such as password resets and account support) and basic networking concepts e.g. LAN, WAN, WLAN, VLAN, wireless, and Remote Access technologies.
- Ability to train users in the use of hardware and software applications.
- Demonstrated analytical, problem solving, and decision-making skills supported by good verbal and written communication skills.

- Ability and commitment to maintain current knowledge of industry standards and the technologies implemented by the Cape Breton Regional Municipality, through continuous learning and professional development.
- Ability and willingness to cross-train in other roles and responsibilities to ensure operational continuity and provide coverage as required.
- Ability to work with little or no supervision.
- Attention to detail and organizational skills.
- Ability to maintain confidentiality and exercise discretion when handling user and corporate information.
- Demonstrated professionalism, tact, and good customer service skills when supporting users in person, by phone, and remotely.
- Ability to work cooperatively within a team to accomplish departmental goals.