

IT Support Specialist



This opportunity is simple: we're inviting you to bring your skill and talent to our organization through the role of **IT Support Specialist**!

We're looking for a detail-oriented individual who is passionate about computer systems. We're looking for someone who is ready to use their skills to contribute to our vision of being a community of communities where all people belong.

Reporting to the Manager of Information Technology, the IT Support Specialist is responsible for front-line technical support of Information Technology equipment and software to staff, Council and contracted related organizations.

Statement of Intent: Our goal is to be a diverse and inclusive workforce representative of the communities we serve at all job levels. We encourage applications from Indigenous People, Persons of African Descent, Black/African Nova Scotians and other Racially Visible Persons, Persons Living with Disabilities, Gender Diverse Persons and members of other historically excluded communities. While we recognize the inherent difficulty of doing so, members of equity seeking communities are encouraged to self-identify in their cover letter or your resume.

Primary Responsibilities

- Provide technical support, troubleshooting and maintenance services for workstations, peripherals, desk phones, portable computing devices and cellular phones;
- Coordinate and perform installation and configuration of VOIP telephone systems, workstation hardware and software, peripheral and related equipment;
- Provide training, advice, guidance and coaching to users in the use of computers, peripherals, software applications, VOIP telephone system, cell phones, and the Council Chambers A/V system;
- Maintain an overall working knowledge of all software packages and hardware configurations that are currently operating within Municipal systems and transfer this knowledge to users when required;
- Provide technical support during meetings, including potential need for some work outside of regular business hours;
- Schedule and supervise the services of contracted personnel brought in for specific IT projects.

Candidate Profile

Education and Experience

- Academic Grade 12 plus a college level IT Diploma or equivalence in proven and related experience;
- A+ Certification or equivalent;
- Experience in a municipal government setting would be considered an asset.

Knowledge, Skills, Abilities

- Strong communication skills;
- Ability to analyze and evaluate technical situations/problems and to propose appropriate corrective actions;
- Ability to prioritize and organize by scheduling and utilizing time and resources to meet deadlines;
- Ability to provide advice, guidance and coaching to users.
- Familiarity with Microsoft Windows domain networks;
- Familiarity with Cisco networking products;
- Familiarity with cell phone and IP phone setup and provisioning;
- Familiarity with Microsoft Windows server operating systems;
- Familiarity with Microsoft 365 administration;
- Familiarity with virtual server environments.

Compensation & Benefits

This is a full-time unionized position that is governed in accordance with the Collective Agreement between the Municipality of the County of Kings and CUPE, Local 2618-01. Compensation includes a competitive salary and a benefits plan, including a pension plan (8% employer & 8% employee match)! Annual salary will be Level 6 (\$59,404.80 - \$70,870.80) of the Municipal Pay Band. Hours of work will be Monday to Friday 8:30am to 4:30pm (35 hours per week). Some evening and weekend hours will be required.

For a detailed job description please see the job description attachment.

Extra Details

The Municipality of the County of Kings is a community of communities, both urban and rural, offering an exceptional lifestyle to residents. With a population of more than 60,000, the Kings Region offers full-service amenities you'd typically find in more urban environments in quaint small towns with vast rural landscapes and amazing vistas.

How to apply

Please visit our website www.countyofkings.ca/services/employment and submit your resume and cover letter through ADP Workforce Now Career Centre. Help us understand how your talent and experience will help us achieve our vision, mission and goals. Don't be afraid to be personal! We are excited to get to know you.

Submit your application by **4:30pm Tuesday August 4, 2026**.

In order to provide an equitable experience for all candidates, the Municipality is happy to offer accommodation, adjustments and changes throughout our recruitment process. Persons who anticipate needing accommodations for any part of the recruitment process may contact, in confidence, workhere@countyofkings.ca.

Note: Offer of employment is conditional upon the completion of all applicable background checks and confirmation of credentials, the results of which must be satisfactory to the employer. Checks may include one or all of the following: Reference/Employment Verification, Criminal Background, Vulnerable Sector and Education.

We thank all applicants for their time and effort in applying, however, only applicants selected for an interview will be contacted.

