



Internal JOB POSTING



Posting Date:	October 13, 2026
Closing Date:	October 26, 2026
Requisition ID:	2032
Title:	Service Desk Technician
Branch:	Support
Service:	Technology Services
Bureau:	IT Infrastructure & Client Services
Salary:	\$97,211 – \$103,237 (Band 5)
Status:	Regular, Full-Time
Openings:	2
Vacancy Type:	This job has been posted to fill a current vacancy
Location:	Headquarters

Position Purpose

The purpose of the position is to provide first-level technical support for all internal members. Support includes, but is not limited to, software and hardware issues, facilities, video services, and third-party vendors.

Major Duties & Responsibilities

Provide technical support for software and hardware issues by monitoring the Help Desk phone line and Itrequest email account, logging and prioritizing calls for support.
Assign calls to appropriate IT staff members, track the call and perform follow-up calls to ensure the support was received.
Provide help desk administration.
Troubleshoot hardware, software, and network problems.
Install, test, and provide maintenance support for new and approved applications on YRP hardware.
Troubleshoot network connectivity and VPN access for internal clients.
Perform routine help desk systems backups, report generation and system checks.
Perform additional duties involving specialized projects as assigned.

Education, Licensing & Certifications

Completed one (1) year post-secondary certificate in a related field.

Experience

Minimum of one (1) year of prior experience in a Help Desk/Service position.

Skills

Familiarization with enterprise level IT practices, such as software/hardware deployment, strategies and best practices.
A+ certification is preferred.
Microsoft Windows Operating System Certification is preferred.
Advanced knowledge of Microsoft Office Professional Suite.
Excellent knowledge of Windows.

Working knowledge of Remote Support tools.
Knowledge of ITSM and ITAM management software or similar product.
Knowledge of Active Directory.
Experience with basic hardware troubleshooting.
Basic knowledge of network protocols and network troubleshooting.
Excellent organizational, problem solving and analytical skills.
Problem solving abilities in order to determine the priority of a work order and determine alternative solutions to solve a technical issue.
Communication and interpersonal skills to interact with YRP members to revolve technical issues quickly and efficiently and work with outside vendors to inquire about the warranty of products, clarify purchase quotes or obtain update on items purchased.

How To Apply

Members must submit their application directly to the posting on the Careers section through the SuccessFactors Dashboard by the closing date in order to be considered for this opportunity as an internal applicant.

Please include a personal email address on your resume to ensure you receive all notifications regarding the recruitment process.

Questions regarding this position should be directed to Kristine Ockwell #5791, Supervisor – Civilian Recruiting Unit.

York Regional Police has implemented a Hybrid Remote Work option that is offered to various positions in the organization. Further detail can be discussed during the recruitment process.

Please note this is an internal job posting, no external applications will be considered at this time. In accordance with Article 35 of the Civilian Working Agreement, all resumes must be received by the closing date. Resumes received after this date will be considered external candidates.

York Regional Police is committed to fairness and equity in our recruitment and selection process, and in building and retaining a talented and diverse workforce representative of the community we serve. All York Regional Police employment policies and procedures are intended to be non-discriminatory and barrier-free, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

Accommodations for applicants with disabilities are available upon request during recruitment processes and throughout employment. Should you require an accommodation during the recruitment and selection process, including accessible formats and communication supports, please contact talent@yrp.ca.

VISION-INSPIRED

MISSION-FOCUSED

VALUES-DRIVEN

