

Posting Date:	November 13, 2026
Closing Date:	November 26, 2026
Requisition ID:	2081
Title:	Desktop Applications Support
Branch:	Support
Service:	Technology Services
Bureau:	IT Infrastructure & Client Services
Salary:	$112,472 – $118,499 (Band 7)
Status:	Regular, Full-Time
Openings:	1
Vacancy Type:	This job has been posted to fill a current vacancy
Location:	Headquarters

Position Purpose

The purpose of the position is to provide second-level technical support of desktop/laptops computers, applications and related technology, including interactions with application software, operating and networking systems in order to diagnose and resolve unique issues.

Major Duties & Responsibilities

Create and manage corporate desktop image, including operations systems and applications.
Create custom scripts for application deployment, installation and configuration.
Test changed or new programs to ensure they meet functionality requirements.
Create ad hoc reports using products such as MS Word, MS Excel, OS Management tools, ITSM products (Information Technology Service Management) and/or ITAM products (Information Technology Asset Management).
Create electronic forms in systems such as ITSM, ITAM and OS Management tools.
Install, configure, update and maintain ITSM and ITAM systems.
Deploy software using System Centre Configuration Manager (SCCM) and create custom scripts for applications and other OS management tools.
Update and maintain virtual guest OS(s) and related virtual appliances.
Provide Service Desk Technicians escalation support, guidance and backup.
Continually learn/test new software and applications as required.
Support and troubleshoot requests for clients.
Work with vendors to attain quotes for requested software and submit to supervisor or management for approval.
Provide application and hardware support to all internal units and external partners.
Create guides, manuals and other documentation for users on his to resolve application or hardware issues.

Education, Licensing & Certifications

Successful completion of a three (3) year college diploma or university degree in Computer Science or a related field.

Experience

Minimum of three (3) years of previous experience in an IT related support role.

Skills

Microsoft Office Specialist Certification or System Centre Configuration Manager certification is preferred.
Advanced working knowledge of computer programming – VB, VB Script, Access, HTML.
Knowledge of Microsoft Office, RMS, CAD, CPIC, Active Directory, and Virtual Application Technology.
Proven ability to complete a multitude of tasks simultaneously and work in a fast-paced, demanding environment.
Strong communication, interpersonal, and organizational skills required.
Willingness to learn and continually update knowledge and skills in relation to changing technologies and priorities.
Problem solving abilities in order to implement specialized and customized applications.
Communication and interpersonal skills to interact with YRP members at all ranks, vendors and Richmond Hill and Vaughan Fire to assist end-users when they are having difficulty with software or hardware and to provide application support.

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**

