POSTING
I.T. SUPPORT SPECIALIST
**** Full-Time ***

The Cornwall Police Service strives to promote and demonstrate the values of Equity, Culture and Belonging. We are committed to reflecting the diversity of the community we serve and encourage qualified candidates of all backgrounds and abilities to apply. The Cornwall Police Service (CPS) has the need for one (1) **Full-Time I.T. Support Specialist**.

The I.T. Support Specialist supports approximately 170 users over a local area network. Responsible for resolving computer and network related issues, monitoring computer, radio and video equipment, schedule maintenance and teach clients how to use applications. Other job duties can include minor repairs and computer parts ordering. The I.T. Support Specialist must also be proficient in the configuration and troubleshooting of routers, firewalls, security appliances, radio equipment and video management systems.

Qualifications:

- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment
- Post-secondary education in an Information Technology related discipline or equivalent combination of education and experience in a related field
- Minimum one (1) year pre-job experience in the related field
- In depth knowledge of various operating systems and applications including:
    - Windows OS (required)
    - Windows Server OS (required)
    - Microsoft Exchange (required)
    - Microsoft 365 (required)
    - Microsoft Entra (asset)
    - Microsoft Intune (asset)
    - CCNP (required)
    - VMWare (asset)
- Understanding of local and wide area networks, TCP/IP, switches, VLANS, firewalls, routers and domains
- Understanding of computer hardware, including printers, modems, and other computer peripherals
- Understanding the importance of client centered service
- Understanding the rationale behind CPS policies and procedures and the impact on day to day work or delivery of service
- Excellent communication skills
- Valid driver's license and the ability to travel to offsite locations as required

The major responsibilities of the position will be:

- Provide in depth application and operating system configuration troubleshooting skills
- Provide connectivity support and maintain the CPS Intranet
- Provide I.T. administrative functions such as changing passwords, account names and permissions
- Troubleshoot computer hardware and other electronic hardware, including printers, monitors, scanners, 1st level trouble shooting for telephone equipment, portable and mobile radios

- Analyze and diagnose problems with connectivity to external applications like CPIC, Niche RMS, and mobile workstations in patrol vehicles, networks for remote users and other web based services such as MTO and SOR
- Configure routers, network security devices and applications such as web filters, anti-spam filters and VPN.
- Prepare technical documents such as Network Configuration and Change Requests and end user training aids.
- Track broken equipment and work with vendors on warranty replacements or repairs
- Assist in maintaining an accurate inventory database
- Move computer and communication equipment
- Answer in depth technical information questions
- Record all calls and pertinent information in a call database
- Follow up with user including problem status updates and verification of solved problems
- Maintain and utilize a ticketing system while logging all requests for assistance and pertinent information.
- Other related duties as assigned

Compensation:

- $72,172.30 - $93,640.15 annually

The successful candidate must have a minimum of one year in a user support function along with a demonstrated advanced knowledge of end user applications and dealing with computer related hardware and network connectivity issues. They must be able to handle multiple tasks - working effectively on their own and as part of a team are essential. Interacting frequently with users, they must possess good communications skills, both orally and in writing.

The work schedule/hours of work for this position will be Monday to Friday, 0800 hours to 1600 hours; evening work and some weekends as required. The successful candidate must be willing to work on an on-call rotation outside of regular business hours.

All interested individuals are invited to submit their application and resume via the online application below, outlining their skills, qualifications and experience related to the position applied for.

Applicants are required to successfully pass all testing components before being advanced to the next stage. Applicants in consideration for hire shall be subject to a thorough background investigation that may include but is not limited to: police check with local, provincial and out of country law enforcement agencies if required; education credentials; credit and financial inquiries; and personal and work references.

In accordance with the Accessibility for Ontarians with Disabilities Act, the Cornwall Police Service is pleased to accommodate individual needs of applicants with disabilities within the recruitment and selection process. Please email accommodation@cornwallpolice.com if you require an accommodation to ensure your equal participation in the recruitment and selection process.

Apply Now: submissions/information-technology-support-specialist-applications

Deadline for submission of applications is Monday, November 30th, 2026 at 4:00pm.