



## JOB DESCRIPTION

- Handling of assigned tickets through a formalized incident management system according to procedures set forth;
- Participation in rotational standby/on call duties;
- Documentation all incidents within the ITIL Service Desk;
- Following IT Service Management and Asset Management best practices, following operating procedures, adhering to standards of quality (process and product);
- Bringing forward ideas for improving efficiency, quality of service to the Director, Business and Systems Support Centre;
- Participating in or providing data in support of external and internal audits, as required;
- Providing support for the implementation of new systems and business process transformation initiatives;
- Interfacing with key information technology vendors and service providers, as required to resolve issues;
- Connecting the impact of excellence in customer experience to job satisfaction;
- Showing a commitment to implement personal behavior changes that will lead to improved service excellence;

Rate: \$20/hour.

## REQUIREMENTS & EXPERIENCE

- Diploma or Degree in Computer Studies or related field an asset;
- Bilingualism – English/French;
- Demonstrated support experience providing business process and functional how-to support AND/OR providing traditional IT technical support;
- College diploma or Bachelor's degree, with a preference given to a degree in a relevant and pertinent field of study, or equivalent work experience;
- Demonstrated experience in a distributed Windows Server environment (with many remote networked locations) and on premise systems experience;
- Good knowledge and understanding of network environments, concepts and technologies;
- Experience in a managed desktop environment (such as Citrix);
- Working knowledge of MS Windows server environments and Active Directory;
- Experience supporting VOIP phone systems (Avaya);
- Solid understanding of IT general controls & solid IT technical foundation and aptitude in concert with some standard business process knowledge;
- Strong attention to detail and a high standard for thorough and clear documentation of incidents;