



Posting 19.02

Classification: IT Service Desk Analyst	Program: Corporate Services
Date Posted: February 1, 2019	Date Closed: February 19, 2019
Competition #: 19.02	Commencement Date: ASAP
Type: Contract (immediately up to June 30, 2020)	Location: Belleville
Status: CUPE	FTE: 1.0

POSITION SUMMARY:

The IT Service Desk Analyst provides first line support for basic incident resolution and requests reported to the Hastings Prince Edward Public Health (HPEPH) IT service desk. Responsibilities include initial assessment, triage, research and resolution of basic and/or intermediate incidents and requests regarding the use of application software products and/or infrastructure components. The Service Desk Analyst is responsible for collecting information through HPEPH customer conversation, accessing support tools and additional IT staff if needed. Basic and/or intermediate incident resolution, problem resolution and request fulfillment is to be accomplished utilizing information technology recognized standards, methodologies and best practices.

Responsibilities Include:

- Act as a single point of contact to receive, log, and manage IT service submitted via HPEPH IT Service Desk, email, phone or in person.
- Take ownership and resolve basic and/or intermediate incidents submitted by HPEPH customers within agreed Service Level Agreements (SLAs).
- Provide effective communications, keeping HPEPH customers informed of progress on existing IT incidents and requests.
- Liaison and/or coordinate with third party vendors and/or service providers where required.
- Maintain HPEPH hardware and software asset inventories using the HPEPH approved tools
- Plan, test, deploy and communicate new software releases and patches
- Diagnose, troubleshoot, and maintain HPEPH provisioned equipment (notebooks, zero/thin clients, printers, etc.)
- Provide staff training/education on HPEPH software & hardware.
- Create and publish support documentation to assist staff with HPEPH self-service support options

MINIMUM QUALIFICATIONS:

Education

- 2 or 3 year college diploma in Information Systems, Computer Systems Technology or in a related discipline; equivalent relevant experience may be considered.
- ITIL v3 or 2011 Foundations completed curriculum and/or certification is considered an asset

Experience

- 2 years of related experience in help desk role providing customer support and troubleshooting
- Basic to intermediate understanding of computing technologies including client/server applications, networking, TCP/IP, IP Telephony, and server/desktop virtualization
- Intermediate to advanced understanding of endpoint hardware (notebooks, zero/thin clients, and mobile devices) and endpoint operating systems (MS Windows, iOS, Android)
- Intermediate to advanced understanding of office productivity suites.
- Previous experience working in an IT service/help desk environment is preferred.
- Previous experience working with IT systems management software is an asset.
- Previous experience providing instruction/teaching software applications in an ad hoc or classroom environment is an asset.

Knowledge, Skills, and Abilities

- Ability to work under pressure in a fast-paced environment with multiple priorities.
- Strong customer service and problem solving skills.
- Ability to explain technical concepts in a non-technical manner to customers.
- Ability to manage customer expectations by actively listening and communicating in a professional, friendly manner.
- Strong organization and prioritization skills
- Satisfactory Criminal Reference Check.
- Valid Ontario Drivers licence and access to a vehicle.

Working Conditions:

Interact with clients in person, by email and by phone
Ability to lift 30lbs unattended occasionally
Ability to work standing or sitting for extended periods of time
Standard working hours are 8:30AM – 4:30PM.

Contract Duration:

This full time contract position will commence as soon as possible and will last up to June of 2020.

If you are interested in submitting your CV, we would encourage you to review our Submission Guidelines on the website.

Closing Date: Tuesday February 19, 2019

Applications must be emailed to: careers@hpeph.ca

HPEPH welcomes those with disabilities. To make arrangements for accommodation during the recruitment process, please contact Human Resources directly.