

IT Service Desk Analyst

Competition #: 24.12	Program: Corporate Services
Date Posted: April 30, 2024	Date Closed: May 13, 2024
Location: Belleville	Type: Full Time Permanent
Commencement Date: ASAP	End Date: N/A
Status: CUPE	Salary Range: \$58,821 - \$68,214

POSITION SUMMARY:

Reporting to the Manager, Information Technology, 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. This position is responsible for 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 IT Service Desk Analyst collects information through HPEPH customer conversation, accessing support tools and additional IT staff if needed. Basic and/or intermediate incident resolution and request fulfillment is accomplished utilizing information technology recognized standards, methodologies, and best practices.

Responsibilities Include

- Acts as a single point of contact to receive, log, and manage IT service submitted via HPEPH IT Service Desk, email, phone or in person.
- Takes ownership and resolves basic and/or intermediate incidents submitted by HPEPH customers within agreed Service Level Agreements (SLAs).
- Provides effective communications, keeping HPEPH customers informed of progress on existing IT incidents and requests.
- Liaises and/or coordinates with third party vendors and/or service providers where required.
- Maintains HPEPH hardware and software asset inventories using the HPEPH approved tools.
- Plans, tests, deploys, and communicates new software releases and patches.
- Diagnose, troubleshoot, and maintain HPEPH provisioned equipment (notebooks, zero/thin clients, printers, etc.).
- Provides staff training/education on HPEPH software & hardware.
- Creates and publishes support documentation to assist staff with HPEPH self-service support options.

Organizational Responsibilities

- Establishes and cultivates positive working relationships.
- Maintains effective communication and public relations.
- Actively serves on internal and external committees, work groups, etc. for HPEPH as assigned, and participates in the development of operational plans, as requested.
- Models, supports, and endorses Ontario Public Health/HPEPH values and change initiatives.
- Demonstrates a commitment to the HPEPH mission and values and acts as an ambassador for HPEPH when in contact with the public and other agencies.
- Where appropriate, identifies risk and implements risk mitigation strategies.
- Uses good judgement, and evidence where appropriate, to make informed decisions.
- Follows all applicable HPEPH, Ontario Public Health standards, legislation, and professional standards.

MINIMUM QUALIFICATIONS:

Education

- Completion of a two (2) or three (3) year college diploma in Information Systems, Computer System Technology, or related discipline; an equivalent combination of education, training and experience may be considered.
- ITIL 2011 or v4 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 understanding of Microsoft 365 products and services.
- Previous experience working with IT systems management software is considered an asset.
- Previous experience working within an IT service desk application is considered an asset.
- Previous experience providing instruction/teaching software applications in an ad hoc or classroom environment is considered 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.
- Valid Ontario driver's license and access to a reliable vehicle.
- Satisfactory Criminal Reference Check.
- Immunizations must be up to date, in compliance with all applicable HPEPH policies (and maintained, subsequent to hiring).

Working Conditions:

Interact with a variety of clients in person, by email and by phone. Ability to occasionally lift 30lbs. Ability to work in seated or standing position for extended periods of time. Typical hours are 8:30AM – 4:30PM Monday to Friday.

If you are interested in applying, please review our [Submission Guidelines](#) on our website.

Applications must be emailed to: careers@hpeph.ca

HPEPH welcomes applications from individuals living with disabilities. To make arrangements for accommodation during the recruitment process, please contact Human Resources.

Hastings Prince Edward Public Health is situated and provides services on the traditional territory of the Anishinaabe, Huron-Wendat and Haudenosaunee people.