# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
Toll Free Phone: (866) 225-9067
Toll Free Fax: (877) 825-7564
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Keewatin, ON  P0X 1C0

# Job Board Posting

Careers.Indigenous.Link

## IT Client Relations Analyst

| | |
|---|---|
| **Job ID** | 18-968-07-091-5555 |
| **Web Address** | https://careers.indigenous.link/viewjob?jobname=18-968-07-091-5555 |
| **Company** | CSIS |
| **Location** | Ottawa, Ontario |
| **Date Posted** | From: 2018-07-23          To: 2050-01-01 |

**Description**
Closing Date 2019-08-07
Reference Number 18-968-07-091
Job Category Entry Level
Who Can Apply Canadian Citizens

Location Ottawa, Ontario
Salary Range $69,350 - $84,360
$61,380 - $74,670
Status Indeterminate (permanent) or term - 1 year
Language Requirement Bilingual Non-imperative (BBB/BBB)

Job Summary
Client Relations/IT Analyst job functions may include one or more of the following responsibilities:
- Liaise with clients (including senior management and executive), partners and external vendors to resolve issues and recommend next steps.
- Support, design, develop, enhance, and implement computer application systems and programs.
- Evaluate the performance of existing computer systems, plan and direct upgrades and improvements, troubleshoot problems / test and resolve issues.
- Coordinate problem diagnostics, root cause analysis, and implementation of problem resolution with IT technical teams.
- Provide recommendations to enhance IT systems and services.
- Ensure the integrity, stability, and availability of IT services by maintaining, monitoring, implementing, and supporting all systems and processes provided and supported by IT.
- Promote and maintain IT knowledge transfer through regular reporting on results of completed work.
- Verify and validate technology solutions and services prior to deployment by leveraging industry best practices, historical information, experience, tools, and processes.
- Maintain knowledge and use of technical corporate services by researching and keeping abreast of the latest developments in technology.

Education

- Undergraduate or Masters degree and one (1) year of related experience
- Technologist diploma or a Professional technologist equivalency designation and two (2) years of related experience

- Fields of study: Computer science, electrical/electronics engineering, network security, telecommunications.
The educational program must be from an accredited learning institution recognized in Canada. Note: Any higher level of education could be recognized as experience.

Experience
Relevant experience is defined as providing IT services in one or more of the following areas: IT Systems and Applications Support, Hardware and Software maintenance and support, ITIL best practices implementation.

Competencies

- Interpersonal Skills
- Organizational Skills / Multitasking
- Adaptability
- Problem Solving
- Analytical Skills

Conditions of Employment
N/A

Notes

- This position is designated CS, therefore the employee may be eligible for a terminable allowance of 4% of the annual salary.
- Some relocation expenses may be reimbursed.

Reference Links

Security Requirements
 Candidates must be eligible to receive an Enhanced Top Secret security clearance. The process involves a security interview, a polygraph, and a background investigation that includes credit and financial verifications. The use of illegal drugs is a criminal offense. Drug use is an important factor considered in your reliability and suitability assessment during the selection process. Therefore it is important not to use any illegal drugs from the time you submit your application.

Others
 We thank all applicants for their interest in CSIS. However, only those who are selected for further consideration will be contacted.


For more information, visit CSIS for IT Client Relations Analyst