



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.Link's 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.

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/02

IT Help Desk Analyst

Job ID	796940572	
Web Address	https://careers.indigenous.link/viewjob?jobname=796940572	
Company	CSIS	
Location	Ottawa, Ontario	
Date Posted	From: 2018-05-15	To: 2050-01-01
Job	Type: Full-time	Category: Miscellaneous

Description

Closing Date 2019-08-07
Reference Number 18-968-07-055
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 Various

Job Summary

The IT Help Desk unit is the first point of contact for all IT incidents and problems. We provide remote, level-1 support to restore client services as quickly as possible while maintaining client satisfaction. We perform level-1 diagnosis and escalate to the appropriate team as required. The IT Help Desk Analyst is responsible for the maintenance and support of IT 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 good IT knowledge transfer by generating regular reports that document results of completed work.
- Troubleshoot and resolve problems by investigating, analyzing, and collecting information.
- Liaise with partners and external vendors to maintain a currency of the IT marketplace, evaluate hardware and software solutions, and resolve problems.
- Provide service to clients by analysing their needs, responding to their queries/requests and providing guidance and familiarization with the available information technology services.
- Analyse performance of the computing and telecommunications infrastructure, identify problem patterns and make recommendations to improve the reliability and maintainability of the infrastructure.
- Liaise with other areas to provide support and technical expertise, and resolve IT infrastructure related issues.
- Verify and validate technology 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, network security, telecommunications, or engineering.
- 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 experience in the resolution of issues related to computer desktop devices, applications or network system components in a Windows environment. Candidates must also possess:
- Experience interfacing with clients dealing with technical IT related issues and inquiries.
 - Experience with performing incident management administrative functions by capturing, assigning, escalating and managing reported incidents.

Competencies

- Adaptability
- Interpersonal skills
- Organizational skills / multitasking
- Problem Solving
- Analytical skills

Conditions of Employment

Not applicable

Notes

- Bilingual Imperative (BBC/BBC)
- 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 Help Desk Analyst