



# 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:

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# Job Board Posting



Careers.Indigenous.Link

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## Computer Support Specialist / Spécialiste En Soutien Informatique

<b>Job ID</b>	<b>92-78-E8-66-9F-86</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=92-78-E8-66-9F-86">https://careers.indigenous.link/viewjob?jobname=92-78-E8-66-9F-86</a>	
<b>Company</b>	National Research Council Canada	
<b>Location</b>	Within A National Research Council Office Across Canada, Across Canada	
<b>Date Posted</b>	From: 2023-11-17	To: 2023-11-26
<b>Job</b>	Type: Full-time	Category: Information Technology
<b>Job Salary</b>	From \$74,552 To \$93,612 Per Annum.	
<b>Languages</b>	Bilingual Imperative BBB/BBB	

### Description

Great Minds. One Goal. Canada's Success.

Help bring research to life and drive your career forward with the National Research Council of Canada (NRC), Canada's largest research and technology organization.

We are looking for a Computer Support Specialist to support our Knowledge, Information, and Technology Services Branch (KITS). The ideal candidate would be someone who shares our core values of Integrity, Excellence, Respect and Creativity. You might be the person we are looking for to fill this position to administer an end user device Security System for Linux and Mac systems. The incumbent will work as a member of the Standards and Desktop Infrastructure team within the Knowledge, Information, and Technology Services Branch (KITS), providing clients with IT support services for distributed computers and networks within the various Research Centres/Branches/IRAP of NRC.

He/She/They will assist in managing and maintaining the Windows, Linux and Mac computers in the production environment using centrally managed tools like GPO, Altiris, WinPE, Ghost on Windows, Centrify, Satellite and Ansible for Linux, and Jamf for Mac. Assisting with writing documentation and creating/reviewing processes. Participating in troubleshooting various issues when they arise. He/She/They will be participating in the Mercury Legacy project to onboard current Linux and Mac machines into our infrastructure.

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De grands esprits. Un seul but. La prospérité du Canada.

Contribuez à la réalisation de travaux de recherche stratégiques et poursuivez une carrière prometteuse au Conseil national de recherches du Canada (CNRC), la plus grande organisation de recherche et de technologie au Canada.

Nous sommes à la recherche d'une personne pour occuper le poste de spécialiste du soutien informatique afin d'appuyer notre Direction des services du savoir, de l'information et des technologies (SSIT). Idéalement, la personne retenue partagera nos valeurs fondamentales de responsabilité, de leadership, d'intégrité, de collaboration, d'excellence, de respect et de créativité.

Vous êtes peut-être la personne que nous cherchons pour l'administration d'un système de sécurité des appareils des utilisateurs finaux pour les systèmes Linux et Mac.

La personne retenue fera partie de l'équipe responsable des normes et de l'infrastructure des postes de travail au sein de la Direction des services du savoir, de l'information et des technologies (SSIT). Elle fournira aux clients des services de soutien informatique pour les ordinateurs et les réseaux distribués dans les centres de recherche, les directions et le PARI (CDP) du CNRC.

Cette personne aidera à gérer et à entretenir les ordinateurs Windows, Linux et Mac dans l'environnement de production en utilisant des outils gérés de manière centralisée comme GPO, Altiris, WinPE, Ghost sur Windows, Centrifly, Satellite et Ansible pour Linux, et Jamf pour Mac. Elle participera à la rédaction de la documentation et à la création/revision des processus, ainsi qu'à la résolution de divers problèmes quand ils surviennent.

Enfin, la personne retenue participera au projet Mercury Legacy pour intégrer les machines Linux et Mac actuelles dans notre infrastructure.

### **Experience**

Significant\* experience in supporting LINUX and/or MacOS operating systems.

Significant\* experience installing, configuring, and maintaining the desktop hardware, software and peripherals in Linux, Mac, and Windows operating systems.

Significant\* experience writing technical documents, including software installation documents and Helpdesk knowledgebase articles.

Experience in supporting Windows desktop operating systems.

\*Significant experience is defined as having the depth and breadth of experience that would normally have been gained performing the duties over a period of two (2) years or more.

Experience for some locations considered as assets:

Experience in programming and/or scripting.

Experience supporting Servers/VM.

Experience supporting cloud based infrastructure.

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Experience appreciable\* du soutien du système d'exploitation Linux et/ou MacOS.

Experience appreciable\* de l'installation, la configuration et l'entretien des matériels, des logiciels et des périphériques de bureau avec les systèmes d'exploitation Linux, Mac et Windows.

Experience appreciable\* dans la rédaction de documents techniques, y compris les documents d'installation de logiciels et les articles de la base de connaissances du Helpdesk.

Experience appreciable\* du soutien des systèmes d'exploitation Windows.

\* Une expérience appreciable se définit comme une expérience dont l'ampleur et la profondeur sont équivalentes à celles associées à la réalisation de ces tâches pendant une période approximative de deux ans ou plus.

Experience pour certains emplacements considérés comme des atouts :

Experience en programmation et/ou en script.

Experience du support des serveurs/VM.

Experience de la prise en charge d'une infrastructure basée sur le cloud.

### **Education Requirements**

College diploma in Computer Science or related field.

Bachelor degree in Computer Science from a recognized University considered an asset.

Consideration may be given to candidates with significant experience and a High School diploma.

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Diplome d'etudes collegiales en informatique ou dans un domaine connexe.

Un baccalaureat en informatique d'une universite reconnue est considere comme un atout.

Une consideration peut etre accordee aux candidats ayant une experience significative et un diplome d'etudes secondaires.

### **Essential Skills**

Solid knowledge of LINUX operating system.

Knowledge of Windows desktop operating systems.

Knowledge of Mac OS.

Ability to research and analyze complex IT issues as well as provide sound advice and expertise to clients, other team members, and management.

Knowledge of central management tools.

Ability to write technical documents.

Basic knowledge of TCP/IP suite of protocols.

Ability to prioritize work.

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Connaissance appreciable du systeme d'exploitation Linux.

Connaissance appreciable des systemes d'exploitation de Microsoft.

Connaissance du systeme d'exploitation Mac.

Capacite a rechercher et a analyser des questions de TI complexes ainsi que de fournir des conseils judicieux et une expertise aux clients, aux autres membres de l'equipe, et a la gestion.

Connaissance des outils de gestion centrale.

Capacite a rediger des documents techniques.

Connaissance de la suite de protocoles TCP/IP.

Capacite d'etablir des priorites parmi les taches.

### **How to Apply**

Click "Apply Now"