



# 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

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## Technical Support Officer

<b>Job ID</b>	<b>20-968-07-014-9042</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=20-968-07-014-9042">https://careers.indigenous.link/viewjob?jobname=20-968-07-014-9042</a>	
<b>Company</b>	CSIS	
<b>Location</b>	Ottawa, Ontario	
<b>Date Posted</b>	From: 2020-02-24	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Public Administration

### Description

Closing Date 2022-10-28  
Reference Number 20-968-07-014  
Job Category Experienced  
Who Can Apply Canadian Citizens

Location Burnaby, British Columbia  
Salary Range \$73,970 - \$89,970  
Status Indeterminate (permanent)  
Language Requirement English Essential

### Job Summary

Technical Support Officers are responsible for the set-up, implementation and maintenance of IT infrastructure components, and for the operational and technical support for investigations. The incumbent will be called upon to find solutions and deploy the necessary equipment and circuits to provide customer support (computers, fiber, servers, software, etc) with the end goal of advancing investigations. Candidates will provide high-quality, timely and professional services and technical support in a highly dynamic and changing environment, including:

- Evaluate the performance of existing systems. Plan and direct upgrades and improvements. Troubleshoot and resolve issues.
- Analyse and synthesize to identify problem patterns, perform research and make recommendations to improve the reliability and maintainability of systems.
- Liaise with peers and clients to resolve escalated technical issues.
- Participate as a technical advisor/consultant on divisional projects and strategic planning.
- Provide training to colleagues.
- Maintain technical knowledge and stay current on work related emerging technologies and best practices.
- Recommend improvements to procedures and guidelines related to systems and support services.

### Education

Undergraduate relevant degree, Technologist diploma, or College diploma/Quebec Cegep diploma of college studies and two (2) years of related experience\* Field of studies:

- Computer Science
- Electrical
- Electronics
- Network Security
- Telecommunications or Engineering

The educational program must be from an accredited learning institution recognized in Canada. If you completed a program outside of Canada you will be required to obtain proof of a Canadian equivalency at your expense from an accredited learning institution recognized in Canada. Note: Any higher level of related education could be recognized as experience.

### Experience

Related experience is defined as 2 years of recent experience\*\* in at least two (2) of the following disciplines:

- Networks
- Computer hardware and hardware tools (Windows, computer support, maintenance of equipment and peripherals)
- Internet protocols
- Telecommunication technologies (telephone and distribution switches, wired telephony, cellular and VoIP, cellular waves - GSM and LTE, Wi-Fi, etc.).
- Analysis and troubleshooting Asset:
- Practical experience with a telecommunications provider, or similar
- Knowledge or experience of the following:
  - Windows server
  - Server maintenance
  - SAN

- Network administration
- Virtualisation
- Wiring and wiring distribution
- Project management \*\*Recent experience is defined as having worked directly with the technologies in question within the last four (4) years.

#### Competencies

- Rigour
- Interpersonal skills
- Adaptability/Flexibility
- Analytical skills
- Teamwork
- Customer service

#### Conditions of Employment

Flexibility is required in relation to the work schedule that may extend beyond core hours of work based on operational requirements

#### Notes

While we continue to explore opportunities for flexible work arrangements, the majority of work in our organization must be done in the office and cannot be performed at home. Salary is commensurate with qualifications and experience. The position is designated CS; therefore, the employee may be eligible for an allowance. Some relocation expenses may be reimbursed by the Service. Official Language Proficiency

- The immediate need is to staff this position with a linguistic profile of English essential.

#### Other

- Clearly demonstrate in your resume and cover letter how you meet each Education and Experience criteria.
- Provide concrete examples which illustrate how you meet each qualification.
- Include where, when and how these qualifications were acquired.
- Failure to do so will result in the screening out of your application.
- Make yourself available for the Career Opportunity process or withdraw from the selection process.

Note: Human Resources will only send an invitation to applicants who screened-in

#### 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 Technical Support Officer