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

Date Printed: 2024/05/07

Service Support Analyst

Job ID	**C0-57-21-75-D9-18**	
Web Address		
https://careers.indigenous.link/viewjob?jobname=C0-57-21-75-D9-18		
Company	Queen's University	
Location	Kingston, Ontario	
Date Posted	From: 2021-07-27	To: 2021-08-26
Job	Type: Full-time	Category: Information Technology
Languages	English	

Description

The Service Operations Directorate of Information Technology Services (IT Services) at Queenâ€™s University has a term appointment open for a Service Support Analyst.

This role triages, investigates, diagnoses and resolves end user information technology issues for the Queenâ€™s community through phone, email/online or in-person interactions. The Support Analyst is key to providing comprehensive and timely responses to requests and incidents to a vast portfolio of information technology services available to students, faculty, staff and others. In this role, you will develop, document and share technical expertise in response to the needs of the end user.

If you enjoy an environment where no two days are alike, if you have extensive experience with complex technical issues associated with desktop support and a variety of applications, and if you excel at delivering customer service with empathy, enthusiasm, and a can-do attitude, consider applying for the Service Support Analyst role. We look forward to hearing from you.

KEY RESPONSIBILITIES:

â€¢ Investigates, diagnoses and resolves end user information technology issues for the Queenâ€™s community through phone, email or in-person, by taking corrective action and working to teach users how to maintain and operate personal desktop/laptop systems.

â€¢ Applies technical knowledge to best resolve issues related to a variety of supported operating systems (ie: Windows, Mac, mobile), software applications (ie: email, browser, office suite) and utilities (ie: anti-virus).

â€¢ Provides support to centralized service offerings as it relates to the end user experience. Examples include Identity Management, ERP Solutions (ie: PeopleSoft), Learning Management Systems, Collaboration Services (ie: Office 365, WebPublish, Wiki) and desktop applications.

â€¢ Applies ITIL (Information Technology Infrastructure Library) practices and ITSM (IT Service Management) activities within an IT Service Management tool to track user issues, generate reports, develop workflows and to request and track changes to production services.

â€¢ Investigates and takes corrective action for security incidents, including infected systems, copyright violations, unauthorized access and / or other reported infractions to ensure data is secure and aligns with Queenâ€™s IT Security Policy.

â€¢ Advises and assists users in the purchasing, securing, configuring, networking and implementing IT Servicesâ€™ supported desktops, laptops, software, peripherals and mobile devices to meet business needs.
â€¢ Researches and recommends solutions to improve and expand ITS offerings, processes and documentation.
â€¢ Consults internal knowledge database when troubleshooting problems. Updates database as new problems arise or when existing procedures require changes. Communicates updates to team members to ensure solution can be supported as a group.
â€¢ Provides excellent and professional services to users, asking clarifying and probing questions when investigating issues and liaising with others to manage the resolution of issues from submission to completion.
â€¢ Collaborates and shares information with colleagues, managers and other support groups on individual issues and as a participant of service and/or project teams, representing the interests of the end user and Service Support Centre.
â€¢ Stays current with all IT Services offerings and processes as well as wider technological trends and best practices by identifying and pursuing training opportunities. Makes recommendations to team and IT Services management regarding services and products relating to new technology.
â€¢ Ensures thorough documentation of problem description and all subsequent activity are made in a timely manner, despite competing priorities or duties.
â€¢ Provides expertise and support to part-time, casual or junior staff.
â€¢ Respects diversity and promotes inclusion in the workplace.
â€¢ Occasionally required to work the Queenâ€™s main switchboard, taking calls and directing users, when required.
â€¢ Undertakes other duties as assigned in support of the unit or department.
REQUIRED QUALIFICATIONS:
â€¢ University degree with a concentration in computer science or related area, combined with a minimum of 3 yearsâ€™ work experience providing IT enterprise support.
â€¢ Certification in one or more areas of technical training such as Microsoft Technical Associate, A+, Apple Operating System (OS).
â€¢ Demonstrated experience in using and supporting end user software (i.e. Microsoft Windows, Macintosh OS, Windows Server and Microsoft business-based applications), combined with proven background in troubleshooting and resolving a wide variety of problems.
â€¢ Knowledge of mobile operating systems (Apple IOS, Android, etc.) and mobile applications related to email and calendar.
â€¢ Demonstrated experience and understanding of network concepts, technologies and protocols as implemented in supported end user systems. Network Access Control experience considered an asset.
â€¢ Knowledge of Active Directory relating to managed and unmanaged computer systems.
â€¢ Knowledge of end user device management using Microsoft SCCM or Intune.
â€¢ Excellent verbal and written communication skills, including a high degree of tact and diplomacy.
â€¢ Demonstrated ability to work in a collaborative, complex environment.
â€¢ Experience supporting higher education solutions such as Peoplesoft, Learning Management Systems and Office 365 is considered an asset.

â€¢ Familiarity with Queenâ€™s University client/server technology and services considered an asset.
â€¢ Consideration may be given to an equivalent combination of education and experience.
SPECIAL SKILLS:
â€¢ Working with Others: actively seeks ideas from multiple sources for consideration to improve the performance of the team(s). Shares thoughts and information with all levels of expertise. Ensures that oneâ€™s own behaviour does not negatively impact others when faced with complex situations.
â€¢ Inclusivity: welcomes an inclusive environment and coachâ€™s others to address and support those who may feel vulnerable. Ensures the diverse group receives opportunities for fair treatment regardless of background.
â€¢ Communication: actively listens to the concerns of others. Demonstrates a strong ability to gather factual details before responding. Whether in person or in writing, takes a careful approach when sharing complex information to ensure the explanation is understood.
â€¢ Customer Service and Support: actively engages the customer or team member and evaluates their needs in a timely manner. Establishes plans and organizes work to meet or exceed the deadlines. Periodically, conducts plan reviews and provides an update to client/customer and recommends any process efficiencies.
â€¢ Planning/Organizing: takes an active role in analyzing problems regarding resources/deliverables that may impact deadlines or standards and escalates for discussion and resolution. Plans medium-term requirements and provides insight into scope of potential problems and identifies possible solutions.
â€¢ Continuous Improvement: takes an active role to identify ways to improve department processes, and quality of customer service. Seeks to understand how to become more effective in own position. Participates in continuous learning by acquiring new knowledge that will add value to self and team.
â€¢ Attention to Detail: actively works to address quality problems by sharing concerns with team and manager. Understands the details of the problem and identifies solutions. Seeks to understand the nature of (new/existing) assignments as it relates to own role and the expected results.
â€¢ Adaptability and Support for Change: takes an active role to positively support team members through change. Supports change by generating new ideas and offering suggestions that will benefit the team.
DECISION MAKING:
â€¢ Determines the cause of a problem by assessing symptoms and / or system behaviour, applying technical expertise with methodical diagnosis and process of elimination.
â€¢ Applies appropriate corrective action to resolve a problem in an optimal manner, ensuring problem solution does not cause additional or other issues. Consults with Service Support Analysts, Solution Developers, Vendors and/or others as required.
â€¢ Assesses and adjusts own priorities based on daily operational requirements, unit goals for resolutions times and / or impact to customer experience with ITS.
â€¢ Determines priorities and makes decisions about the assignment of work to achieve optimum efficiencies and productivity.
â€¢ Determines when to advise or involve management for complex or sensitive issues.
How to Apply

Click Apply Now!