

DESKTOP SUPPORT ANALYST

DESKTOP SUPPORT ANALYST, INFORMATION TECHNOLOGY (1 FTE – 37.5 hours per week)

Some people just have a knack for managing I.T service requests and you are one of them. Not only do you love technology systems, you are also a professional when it comes to how to do things better.

In this role, you will provide first line response for users requiring remote and local assistance with information technology issues and problems. You have the ability to work independently, provide great customer service to a diverse team and ensure timely resolution, escalations, and updates to management and end-users.

WHAT MOVES YOU

- Provide support to various teams through your knowledge and skills of information technology
- Love of troubleshooting and providing solutions in a timely manner
- Discretion, tact, and ability to maintain confidential information
- Being a solution provider in computer related areas

WHAT YOU'LL DO

- Provide technical support and guidance through Tier II support.
- Handle problem recognition, research, and resolution for all support and service requests.
- Support the IT infrastructure, which includes hardware, software, networking, connectivity, office tools and voice systems.
- Maintain tickets, escalate issues and provide open communication with team members.
- Maintain and document desktop application packages.
- Participate in the testing and evaluation of new desktop packages, and implement prototypes.
- Provide excellent customer service through an equity, diversity and inclusion lens.
- Prepare metrics, activity and progress reports on projects, tasks, and operations.
- Continuously assess service quality and recommend process improvements.
- **Note: This is a permanent position of 37.5 hrs per week**

WHAT YOU'VE DONE

- Technical institute degree/certificate in Computer Science, Information Systems
- Microsoft Certified Professional certification and knowledge of its operating systems and software
- Three to five years' experience in information technology and computer science related field
- Experience installing software, patches and updates on desktop computers and laptops
- Highly proficient at trouble-shooting and problem resolution
- Hands on Active Directory experience. Able to create user accounts, reset passwords, add and removing computers from the Domain
- Demonstrated proficiency with creating and managing desktop images
- Experience with Remote Administration Tools
- Lift computer related equipment of up to 40 pounds

If you want to work to change lives, we want to meet you.

Competition Number: **2021031**

Deadline: **May 15, 2021**

www.ywcalgary.ca/work-with-us

Apply today with resume, covering letter and salary expectations to careers@ywcalgary.ca

YW Calgary is committed to providing an equitable, diverse and inclusive workplace where all employees, clients and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, and/or disability, feel valued and respected.