

Niagara Transit Commission is an equal opportunity employer committed to inclusive, barrier-free recruitment, selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the hiring process. Please advise the Commission to ensure your accessibility needs will be accommodated throughout the process.

Niagara Transit Commission is hiring:

IT Service Desk Analyst Position

Department	Planning and Performance
Type of Vacancy	Full-Time Permanent
Wage/ Salary Range	\$49,520 - \$58,260
Date Posted	Friday, November 8, 2024
Date Closing	Friday, November 22, 2024

If you would like to join our team, please start by submitting a cover letter and resume to resumes@nrtransit.ca, no later than **Friday, November 22, 2024 by 4:00pm**. This opportunity can also be viewed on [Employment Opportunities - Niagara Region Transit](https://nrtransit.ca/about-nrt/employment-opportunities/) (<https://nrtransit.ca/about-nrt/employment-opportunities/>).

We thank all candidates for their interest, however only those candidates selected for an interview will be contacted.

Thank you for your interest,
Niagara Transit Commission

Job Title

IT Service Desk Analyst

Job Summary:

The Service Desk Analyst will play a key role in providing first level support for employees and Business Units experiencing technology-related problems. This includes but is not limited to providing initial triage, troubleshooting, and support for all reported incidents/ events.

This role responds to, diagnoses, and resolves problems through discussions with customers and help from 2nd Level Resources. The Service Desk Analyst will follow established processes for the control, escalation, tracking, and follow up on any reported problems. Provide training, repair, advice, and support to departments in the areas of installation, configuration, and end-user problem resolution. The Service Desk Analyst assists in training customers to avoid recurring problems with Desktop software and Personal computing devices.

Service Desk Analysts are expected to display strong interpersonal skills as they will interact with colleagues from various departments and executive levels. They are required to listen to their technical needs, understand their problems, and implement solutions.

Education:

- Completion of a three (3) year College Diploma / University degree in a Computer Science/Information Technology/Telecommunications related field of study; or
- An equivalent combination of a completed, 3 year university degree / 2 year College Diploma in conjunction with recent technology related education, IT certifications, formal, related IT training, and/or recent work experience in supporting IT in a mid-sized, Microsoft-based network environment may be considered.

Knowledge/ Skills:

- Strong team, customer service and multi-tasking skills
- Excellent communication skills in both written and verbal form
- High attention to detail
- Professional work attitude and the ability to effectively deal with change and conflicting priorities

- Strong knowledge of, and experience with current Microsoft Windows Operating Systems and Microsoft suite of products.
- Experience with troubleshooting, triaging and resolving desktop and hardware issues
- Proficient in software installation and troubleshooting
- Working knowledge, and experience with, local and wide area networks

Responsibilities:

- Ensure courteous, timely technical support and efficient customer service to all customers who require technical assistance for Commission locations.
- Maintain good communication with all customers throughout the life cycle of an IT service request to ensure customer satisfaction.
- Apply technical expertise to troubleshoot, analyze and resolve end-user application, network, software and hardware related problems at the point of request for assistance.
- Record, document and provide assessment/confirmation of the severity and priority of client technical issues and requests.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, providing application support where possible, installing hardware, and configuring systems and applications.
- Review and analyze support tickets to identify possible cause and effect relationships between multiple issues and/or hardware/software configurations.
- Assist end users with customized installations of approved third party software.
- Advise the user on appropriate uses for information technology. Helps in determining the areas where information technology can be best applied to provide the most payback to the organization.
- Research technical solutions including the areas of operating systems, telecommunications, office automation, and other areas as deemed appropriate. Present findings and proposals for review and approval.
- Keep abreast of changing developments in the information technology industry. Continual upgrading of technical knowledge is required. Be aware of the various areas in the organization, and also the awareness of changes in the industry and how they may affect the Commission.
- Research technical solutions; evaluate new technology and software and other areas as deemed appropriate. Present findings and proposals.

- Establish good relationships with all departments and colleagues.
- Complete other duties as assigned

Special Conditions:

- In accordance with the Corporate Criminal Record Check Policy, the position requires to maintain a Canadian Police Clearance Certificate
- Must possess and maintain valid and unrestricted class “G” licence along with a personal vehicle to use as required in travel to and from various regional locations as part of daily work responsibilities.
- May be subject to occasional after hours work as necessary.