

IT Helpdesk Analyst GOA0351



Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 01, 2024
Published : Aug 01, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

MUST HAVE:

- Bachelor degree or diploma in IT, Computer Science, Math or Engineering or equivalent experience.
- Proposed resource has agreed to an Enhanced Security Check upon contract award.
- Must have the last 3 years continuous residency in either Canada or United States as minimum.

WORK EXPERIENCE: At least 4 years

- Experience as an Application Help Desk Analyst in working with external stakeholders, and providing assistance, troubleshooting, training to inquiries in large-scale enterprise applications (information on applications supported must be included in claimed experience).
- Experience in user identity verification processes, and maintaining user IDs, passwords and accounts permission levels for business applications.
- Experience in utilization of any of the following Help Desk software or equivalency: BMC Remedy, Cherwell, MS Team Foundation Server, Rational Clear Quest, HEAT, etc.
- Experience working directly with clients, and coordinating with both external stakeholders and internal business areas to ensure communications are relayed to all parties.
- Experience working on supporting multiple applications for various stakeholders at one time.
- Experience working with Microsoft Office tool suites.
- Experience developing and delivering user manuals and training materials.
- Experience documenting user requirements, business processes, and workflows.
- Experience in planning/performing/monitoring User acceptance testing.
- Experience providing end user operational system support, including data collection, data editing, data validation and data conversion within an enterprise system that contains user information.
- Experience supporting web-based systems with knowledge of various internet browsers using multiple devices, including but not limited to: Internet Explorer, Google Chrome, Edge, Firefox, and Safari.
- Experience using Microsoft SharePoint.

NICE TO HAVE:

- Ability to learn quickly, problem solve, troubleshoot, work independently and as part of a team.
- Ability to manage stress and conflict.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group.
- The ability to establish and maintain effective working relationships with team members, management and vendors.

Job Type: Contract

Contract length: 10 months

Pay: \$35.00 per hour

Expected hours: 36.25 per week

Benefits:

- Dental care
- Paid time off
- Work from home

Flexible Language Requirement:

- French not required

Schedule:

- Monday to Friday

Experience:

- IT support: 1 year (preferred)

Licence/Certification:

- CompTIA A+ (preferred)

Work Location: In person

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
