

## The Weather Network is Looking for You... Now Hiring People with a Sunny Outlook

### *Benefits of working for Pelmorex / The Weather Network:*

- Named one of Canada's 50 Best Managed Companies for the 5<sup>th</sup> consecutive year
- Recognized as one of Greater Toronto's Top Employers for 2010 and 2011
- Keeping pace with the growth of technology, we offer unique integration of creativity, science and technology
- Leader in employment equity and diversity
- Dynamic, fast-paced environment, open-door philosophy
- State of the art facilities

## Service Desk Analyst

*Reports to: Manager, Public Alerting  
Oakville, ON*

The Support Desk provides 24/7 end user support to internal and external clients, including Government Agencies and Broadcasters. The Service Desk Analyst is a member of the Public Alerting department and provides coverage for required shifts.

### **Responsibilities:**

- Actively monitor servers, services, components and log files related to the infrastructure and system
- Troubleshoot and provide first level support, analysis and escalate incidents which require urgent attention
- Assist in the creation of User Guides and all support documents including training material, knowledge base documentation and support center processes and procedures
- Assist in User Acceptance testing on new releases of the application and support tools
- Meet Service Level Agreements (SLA) set by the client
- Conduct trend analysis and prepare reports on system and service usage
- Execute operational tests relating to the system and operations center; this includes the rollout of software updates and the installation of new software with internal support departments and external users of the system

*Roles, responsibilities and duties may evolve and change over time.*

### **Qualifications:**

- A minimum 2 years Network Technology and Operations Support experience
- A minimum 2+ years professional exposure in a 24/7 shift work operation support centre including experience in developing process documentation
- Knowledge of operating system technologies

2655 Bristol Circle  
Oakville, Ontario L6H 7W1  
T 905 829.1159  
F 905 829.5800

- Systems administration experience
- Full working knowledge of MS Office
- Excellent verbal and written communication skills
- Bilingual in French and English is an asset

**Competencies:**

- Customer service oriented
- Strong problem solving and analytical skills
- Attention to detail
- Ability to maintain composure under pressure

**Working Conditions:**

- Must be able to work in varying, rotating shifts to ensure 24/7 coverage

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Qualified applicants should submit their resume to: *Human Resources*, Fax: 905-829-1332 or email: [hr@pelmorex.com](mailto:hr@pelmorex.com). Please quote: “**Service Desk Analyst, Full-time**”. Pelmorex is committed to equity in the workplace. We thank all applicants for their interest, but only those selected for an interview will be contacted.