

JOB POSTING

Date: September 30, 2011

Open Until: October 7, 2011

Job Title: Service Desk Analyst, On-call

Status: On-call

Location: Oakville, ON

Reports to: Manager, Public Alerting
Reporting structure is subject to change

Description:

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
- 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

Pelmorex is an equal opportunity employer

Employees interested in this position must submit their resume and the required [internal application form](#) to [Michelle Kaye](#), HR Business Partner, by **October 7, 2011**. Please note that outside applicants may be considered concurrently.