

Lunenburg Regional Municipal Joint Services Board

EMPLOYMENT OPPORTUNITY – IT SHARED SERVICE

Senior Support Analyst

(Permanent, Full-time)

About the role....

The Senior Support Analyst role is to manage the Information Technology Service Management (ITSM) process for the MJSB. The Analyst will take ownership of service delivery outcomes, prioritize work of the IT Support Technician and other Team members, manage escalations to Management or third party support providers, follow up with end users on outstanding issues, and help to develop and manage IT Service Level Agreements (SLAs). As a senior level technical resource, some problem root cause analysis, development of fixes and solutions, and documentation of resolutions will be a required and routine part of this role. This position will be the principle owner of the Help Desk ticketing system, development of metrics, reporting and key performance indicators, including production of quarterly statistical reports to the MJSB Board. As a working supervisor, provision of direct end user support will also be required.

Is this you?

As the ideal candidate you have:

- College diploma or university degree in the field of computer science or an equivalent combination of education and experience.
- ITIL Foundations certification or completion of certification within the six-month probationary period.
- Minimum five years' experience in the management of computers and information systems, and.
- Experience with supervision of professional employees.
- Knowledge of advanced computer hardware, including servers, storage and backup systems, laptops, desktops, printing and imaging devices, and wireless / cellular.
- Experience with desktop and server operating systems, including Microsoft Windows 7, 8, Server 2008.
- Extensive application support experience with Microsoft Office products.
- Working knowledge of networking equipment including routers, switches, and wireless access points.
- Experience working in an ITIL-driven environment and working knowledge of ITIL principles and processes.

Salary: \$55,000 - \$60, 000, commensurate with qualifications.

Visit www.lrcrc.ca to view the full job description.

To apply, submit a resume and cover letter in confidence to:

Ashley Chase, Human Resources Officer

employment@mjsb.ca

[Competition # MJSB2020 SRSUPPORT](#)

Deadline to apply: December 18, 2020

