Manitoba Hydro
energy for life

EMPLOYMENT OPPORTUNITY

Closing Date: 2023/09/19

SUPPORT SPECIALIST

Winnipeg, Manitoba

Manitoba Hydro is consistently recognized as one of Manitoba's Top Employers!

Great Benefits

- Competitive salary and benefits package.
- Defined-benefit pension plan.
- Nine-day work cycle which normally results in every other Monday off, providing for a balanced approach to work, family life and community.
- Flex-time and partially remote work schedule (providing the option to work remotely 3 days per 2 week period), depending on nature of work, operational requirements and work location.

Manitoba Hydro is a leader among energy companies in North America, recognized for providing highly reliable service and exceptional customer satisfaction. Join our team of Manitoba's best as we continue to build a company that supports innovation, commitment and customer service.

Under the general direction of the IT Asset Management Lead and the Deployment Support Architect, will be a primary person responsible for the administration and operational support of the deployment process, the Microsoft MECM environment and infrastructure components as assigned. The successful candidate will also provide desktop, laptop & mobile hardware/software support, and automated software packaging for the Corporation.

Responsibilities:

- Develop/test complex application installation scripts to integrate with Microsoft Endpoint Configuration Manager (MECM) application distribution and hardware support.
- Oversee and implement complex solutions using the Microsoft Deployment Toolkit (MDT) for our corporate imaging system.
- Perform deployment of applications using MECM. Use scripting tools (VBScript, Orca, Wisescript and AdminStudio) to script and automate installation of applications to be deployed unattended with MECM.
- Liase with representatives of other Business Units to provide guidance and expertise to assist with determining their specific requirements, as they relate to the hardware or software deployment environment.
- Provide problem resolution, installation support, consultative expertise, and technical assistance for software deployment and hardware imaging to other Information Technology Services (ITS) staff. Provide support and troubleshooting/resolution expertise as it relates to the MECM environment.
- Participate in the technical evaluation of the impact of incorporating new technologies to replace or enhance current methods.
- Utilize complex analytical tools and techniques to identify root causes of issues and to assist in developing solutions.
- Maintain state-of-the-art knowledge of computer hardware, software, and services.
- Mentor and provide guidance to junior staff within the group.
- Contribute to the creation and maintenance of Virtual Desktop in the Hyper-V environment including host servers.
- Develop, test and ensure the compatibility of applications according to our standard desktop computing environment including various hardware, operating systems, and other core applications.
- Produce MECM/SQL reports relating to Wintel hardware/software inventory.

"Principal Duties are intended to be an accurate reflection of the main duties essential for this position. They are not designed to be an exhaustive list of all duties, tasks and responsibilities."

Qualifications:

- A four-year degree in Computer Science from an university of recognized standing plus a minimum of five years related IT Support experience.
  OR

MANITOBA HYDRO IS COMMITTED TO DIVERSITY AND EMPLOYMENT EQUITY

- A two-year diploma in Information Systems Technology from an institute of recognised standing, plus seven years IT Support related experience.
- Demonstrated ability to build and test Microsoft Deployment Toolkit driver support for various hardware types, modify MDT task sequences, and make applications available via the MDT imaging process.
- Experience creating, advertising, monitoring, and troubleshooting complex Microsoft Endpoint Configuration Manager deployment packages and OS in-place upgrades is required.
- Recommend the development of new improvements to deployment practices, guidelines, and standards.
- Apply complex tools like PowerShell and provide solutions with scripting tools such as VBScript, Wisescript, and AdminStudio.
- Demonstrated knowledge of creation and maintenance of virtual desktop computers within both the Microsoft Hyper-V and VMWare Horizon infrastructure.
- Excellent analytical, decision making, and problem-solving skills.
- Demonstrated ability to communicate technical information clearly and concisely both oral and written. Familiar with the Macroscope P720 documentation.
- Solve complex customer issues using innovative approaches.
- Capable of clear, concise oral and written communications to deliver technical material to people at all levels.
- Practical experience must include support of Manitoba Hydro's desktop environment including a detailed knowledge of Microsoft's registry and installation of software applications.

   "Required to be in a 24/7 on call rotation".

Salary Range

Starting salary will be commensurate with qualifications and experience. The range for the classification is $41.15-$56.78 Hourly,$78,854.88-$108,808.70 Annually.

Apply Now!

Visit www.hydro.mb.ca/careers to learn more about this position and to apply online.
The deadline for applications is SEPTEMBER 19, 2023.
We thank you for your interest and will contact you if you are selected for an interview.
This document is available in accessible formats upon request. Please let us know if you require any accommodations during the recruitment process.

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