



EMPLOYMENT OPPORTUNITY

Closing Date: 2023/09/25

DESKTOP SUPPORT SPECIALIST

Winnipeg, MB

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.

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 direction of the Supervisor, Client Support Services, will provide prompt, professional service and support to address client computing problems, formulate effective plans and maintain a sound relationship with the client community. Will represent client interests in Information Technology Services Management and other Information Technology Services Departments.

Responsibilities:

- Provide desk-side assistance and support in the use of standard business applications.
- Provide Tier 2 technical consulting and support services to the client community. This includes troubleshooting functional and technical problems in the following areas: operating systems, application software, hardware devices, electronic office, networking, and Internet/Intranet.
- Manage and resolve client Incident requests in the Remedy system
- Coordinate and administer desktop computer support for the corporate endpoints.
- Coordinate ad-hoc client service requests such as client workstation moves, training sessions, information sessions, project rollouts and short-term equipment needs.
- Provide back-up support to other Client Support Specialists.
- Promote product awareness and competent use of IT Technology.

"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 (Honours) from a university of recognized standing and a minimum of two years of Desktop Support experience
OR
- A two-year diploma in Business Information Technology from an institute of recognized standing and a minimum of four years of Desktop Support experience.
- Ability to perform a wide variety of activities such as client requirements analysis, meeting with business/personnel management, defining workstation alternatives and recommending the appropriate client products and business solutions.
- Excellent technical support skills, including a high level of proficiency in various software applications
- Obtain and maintain a current Personnel Risk Assessment and a "Clear" security rating in accordance with Manitoba Hydro policy P513.
- Critical Infrastructure Protection (CIP) Training is required and must be renewed annually.
- You must possess and maintain a valid Manitoba Driver's Licence with the appropriate class.

Salary Range

Starting salary will be commensurate with qualifications and experience. The range is \$27.33-\$47.21 Hourly, \$52,373.62-\$90,463.88 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 25, 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.

#IND1