



## EMPLOYMENT OPPORTUNITY

**Closing Date:** 04.04.2024

# EMS INFRASTRUCTURE 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.
- 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.

We are seeking a Process Control System Support Specialist to join our team in Winnipeg, Manitoba.

Under the general direction of the Energy Management System (EMS) Infrastructure Lead or delegate, you will maintain and troubleshoot all EMS systems and related Operational Technology systems on a day to day basis. Will also be required to install and commission new EMS Software applications and systems. Provide technical support to others in the EMS Infrastructure section, System Control Department staff and Transmission System Operations staff. This position may direct junior staff

### Responsibilities:

- Assist with implementation of VDI and virtualization infrastructure in the EMS and COTSI environments.
- Assist with implementation of Windows and Linux desktop and server operating systems.
- Participate in the EMS Infrastructure patch management programs in accordance with NERC CIP Standards.
- Complete the day-to-day patching of critical EMS systems.
- Maintain and troubleshoot the EMS system, network and associated Operational Technology systems, on a day to day basis, as part of the EMS Infrastructure support team. This may be in conjunction with consultants or vendor representatives.
- Maintain procedures to ensure the day-to-day reliability and availability of EMS applications, subsystems and related interfaces. This includes developing and executing action plans to resolve system performance deficiencies. Additionally, responsible as the primary Subject Matter Expert (SME) for one or more technologies or processes.
- Assist in updating information technology related practices and procedures such as image and application deployment, system backup and recovery, operating system patching, and virus pattern updates they pertain to the support of the EMS and OT systems.
- Prepare written summaries regarding troubleshooting activities performed, work progress, and system deficiencies.
- Provide 24-hour on call support as part of the EMS Infrastructure on call rotation.
- Oversee activities of coworkers, consultants or vendor representatives to upgrade EMS and OT systems.
- Function as a project lead, main contact, or coordinator for select EMS projects or initiatives.
- Keep abreast of Information Technology advances and methods used to maintain and enhance EMS and OT systems.
- Respond to system emergencies at any time.

### Qualifications:

- A four-year degree in Computer Science or Computer Engineering from a University of recognized standing plus a minimum of three years related IT support experience  
OR
- A two-year Diploma in Computer Programming or Electronic or Computer Technology from an institute of recognized standing and a minimum of five years related experience in the field of information/computer technology.
- Must have completed Standards of Conduct training, or be willing to complete within two weeks of start date.

- Must obtain and maintain a current Personnel Risk Assessment and a "Clear" security rating in accordance with Manitoba Hydro policy G45D.
- Demonstrated ability in the implementation, maintenance, problem detection and resolution in the following areas:
  - Windows/Linux server and workstation operating systems
  - Server virtualization and VDI (Virtual Desktop Infrastructure)
  - GE Grid EMS software
  - Server and workstation architecture
  - Server and workstation hardware support
  - High availability computer and network systems
- Required/demonstrated skills:
  - EMS and OT environment experience
  - Operating system security and hardening
  - Active Directory and Group Policy management
  - NERC CIP Compliance for Windows servers/workstations
  - PowerShell (or closely related) programming
- Understanding of EMS systems and Networks and be able to solve complex problems during periods of high stress.
- Understanding of available Information Technology services, EMS products, and all aspects of the Corporation's network hardware, software, communications, and protocols.
- Proficient in the latest technological developments in the electronic and computer fields and possess a detailed knowledge of the operation and application of electronic test equipment.
- Continuously update and maintain technical knowledge in keeping with the changing technology.
- Physically capable of performing all the duties of the position.
- Ability to maintain harmonious working relationships with a wide spectrum of contacts both within and outside the Corporation such as consultants, contractors, and vendor representatives.
- Ability to communicate effectively both orally and in writing with vendor representatives, EMS users, and other support staff on all matters including complex technical material.
- Ability to interpret technical material quickly and concisely.
- Ability to work anytime during a twenty four hour period to provide system availability.
- Willingness to work long and unusual hours and travel both in and out of province as required.
- Reside within the headquarters zone.
- Possess a valid Province of Manitoba Driver's licence with appropriate classification.

**Salary Range**

Starting salary will be commensurate with qualifications and experience. The range for the classification is \$37.75 - \$52.26 Hourly, \$2,782.38 - \$3,851.47 Annually.

**Apply Now!**

Visit [www.hydro.mb.ca/careers](http://www.hydro.mb.ca/careers) to learn more about this position and to apply online.  
The deadline for applications is APRIL 2, 2024.

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.***