

» *People make it happen.*

Service Desk Analyst

Information & Technology Services

Full-Time Regular - Variable hours

Hours vary throughout the year - Shifts can range from 8:00 AM to 9:00 PM

Competition # 22-17/18

Salary range: \$37,997 - \$45,846

(Clerk 3)

Assiniboine Community College strives to create Exceptional Learning Experiences for our students. We place a high priority on student success and are committed to building an environment that creates and supports a high level of student engagement. Information and Technology Services supports the student and staff environment that helps support student success. The Service Desk Analyst is an integral part of the ITS team.

Be Passionate.

You are passionate about the service you provide to your customers. You will be responsible for the audio-visual inventory that includes the signing in and out of equipment using inventory software, tracking equipment and working with your team to ensure the equipment is in working order, and you will act as division receptionist. You are punctual, able to be there for the students at the times required.

Take Initiative.

You are the type of person who can take the initiative to answer and log all computer help calls, ensure resolution, record information into a database and, once trained, diagnose and offer solutions for problems. You are open to continuous training, both directed and self-directed, in order to improve the service you are providing.

Deliver Results.

In order to deliver the results needed of this position, you will have appropriate post-secondary training and several years' office experience, including a good working knowledge of computer applications like MS Office and database usage like inventory and incident software. You will have excellent phone and communication skills, strong organizational skills, have experience solving problems for clients and be enthusiastic about working as part of a team. You must have the tolerance to stay at a computer for long durations and the ability to handle difficult calls

This competition will remain open until filled.

Assiniboine Community College campuses are located on traditional territories of Treaty No.1 and Treaty No.2, the shared traditional lands of Cree, Oji-Cree, Dakota, Dene and Anishinabek/Ojibwe peoples, and the homeland of the Métis Nation.

If you are interested in this career opportunity, please forward your resume and cover letter to:

Assiniboine Community College

c/o Human Resources

1430 Victoria Avenue East, Brandon, Manitoba R7A 2A9

Fax 204.725.8736 or email humanresources@assiniboine.net

We thank you for your interest. Those selected for further consideration will be contacted.



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