



## Service Desk Analyst

Competition: #2023-24-09

Location: Any MASC Service Centre

(There may be an opportunity for a hybrid work arrangement.)

### INTERNAL AND EXTERNAL COMPETITION

Manitoba Agricultural Services Corporation (MASC) has an exciting opportunity for you to be a part of a team that values building relationships, enables change, and supports the agriculture industry in Manitoba. Come join our team as we offer an engaging work environment, competitive pay, a comprehensive benefits package (including pension plan), and we encourage a healthy work-life balance.

Reporting to the IT Service Lead, the Service Desk Analyst is responsible for delivering 1st and 2nd level technical support to internal staff and providing assistance with identity and access management and onboarding. Additionally, this role supports the IT Service Lead in project activities during non-peak periods.

**MASC values excellence, integrity, and accountability.** We strive to enhance existing products and develop new products, transform service delivery to enrich the client experience, pursue customer driven organizational change, and maximize performance, engagement, and development of all employees.

**MASC has five core competencies: communication, decision making, initiative & innovation, leadership, and organization.** Competencies relate to every position at MASC and along with the technical requirements, are included in the qualifications for all positions at MASC.

#### ESSENTIAL QUALIFICATIONS:

- Post-secondary education in Information Technology or related field, or an equivalent combination of related education and experience, may be considered.
- Experience with Windows operating systems and the Microsoft Office Suite, including installation, configuration, and troubleshooting.
- Experience supporting and troubleshooting PC hardware, including workstations and peripherals.
- Experience handling basic user inquiries, password resets, account provisioning, and general troubleshooting for a range of Microsoft 365 on-premises and cloud applications. (e.g., Exchange Online, SharePoint, Intune, Teams, and Azure cloud services.)
- Experience diagnosing and resolving user connectivity challenges related to WIFI, VPN, and remote office connections in a timely and efficient manner.
- Experience delivering client value and service excellence.
- Experience explaining technical concepts to non-technical users.
- Knowledge of Active Directory user administration and basic network troubleshooting.
- Knowledge of the ITIL framework supporting IT Service Management practices.

#### DESIRED QUALIFICATIONS:

- Experience with remote support tools and ticketing systems, is an asset.
- Knowledge of networking concepts, TCP/IP, DNS, and DHCP, is an asset.
- Knowledge of ArcGIS with experience in creating maps and visualizations, is an asset.
- Ability to utilize scripting or programming skills (e.g., PowerShell, SQL statements), is an asset.
- Technical or process certifications such as ITIL 4, is an asset.

#### CONDITIONS OF EMPLOYMENT:

- Must possess a valid driver's licence, access to a vehicle and the ability to travel within the Province of Manitoba.
- Must be legally entitled to work in Canada.

**SALARY:** \$49,098 to \$60,579 annually (under review)  
**CLOSING DATE:** July 19, 2023  
**COMPETITION:** #2023-24-09  
**APPLY IN WRITING TO:** MASC – Human Resources  
Unit 100 – 1525 First Street S.  
Brandon, MB R7A 7A1  
E-mail: [hr@masc.mb.ca](mailto:hr@masc.mb.ca)

*We believe diversity strengthens our ability to provide excellent customer service in a positive work environment. We encourage all to apply. Only those selected for further consideration will be contacted.*