



Service New Brunswick

Deskside Support Technician

Casual

Pay Band 2

Saint John

Open Competition

Service New Brunswick is seeking an individual to join the Technology Services Division as a Deskside Support Technician.

Reporting to the Deskside Support Manager, the Deskside Support Technician will be responsible to ensure proper computer operation so that end users can accomplish business tasks.

Responsibilities will include but are not limited to:

- Determine the urgency and prioritize and schedule problems/tasks or escalate to the appropriately experienced individual where necessary.
- Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Performing hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications;
- Performing preventative maintenance, including checking and cleaning of workstations, printers, and peripherals;
- Test fixes to ensure problem has been adequately resolved.

ESSENTIAL QUALIFICATIONS: The successful candidate must possess a two (2) year program at the community college level in computer technology or in a relevant discipline and a minimum of two (2) years of experience in a related position.

Subject to the response to this competition, an equivalent combination of training and experience may be considered, or the required years of experience may be increased.

Written and spoken competence in English.

Applicants must clearly demonstrate the essential qualifications to be given further consideration. Please state your language capability on your application and ensure that preferred language for assessment is clearly identified.

ASSET QUALIFICATIONS: Preference may be given to candidates who demonstrate they have training or experience in one or more of the following areas:

- ITIL certification preferred;
- Knowledge of basic computer hardware;
- Experience with Windows desktop and server operating systems;
- Extensive application support experience;
- Working knowledge of a range of diagnostic utilities;
- Demonstrated organizational and interpersonal skills;
- Proven ability to effectively handle, organize and prioritize multiple duties and assignments;
- Experience in a health-care environment is considered an asset.

Subject to the response to this competition, candidates may be required to demonstrate on their application one or more of the asset qualifications in addition to the essential qualifications in order to be given further consideration.

OPERATIONAL REQUIREMENTS: Some weekday evening and Saturday morning work hours may also be required.

NOTE: To be given consideration under this competition, you must demonstrate on your application how, when and where you acquired the qualifications required for this position. Your résumé must present education and work experience in reverse chronological order, with work experience detailed in both months and years, and whether it was part-time or full-time (e.g. May 2000 to June 2004 — full-time).

This competition may be used to fill future vacancies at the same level within the same work location. We are an Equal Opportunity Employer and we promote a scent-reduced environment.

Salary : \$39,962 - \$55,796 annually – Pay Band 2 - Management and Non-Union Pay Plan

We encourage applicants to apply on-line at <https://hrh.gnb.ca/ess/e-recruit/competition.aspx?strType=c> **or** by email at HR-RH@snb.ca by **November 30, 2017** indicating competition number **2017-SNB-490**.

We thank all those who have applied; however, only those selected for an interview will be contacted.