



Help Desk Specialist – Level 1

Type of Assignment:

Full – time, contract

Length of Assignment:

Until February 14, 2013, with a possible 2 year extension.

Job Description:

The Department of National Defence (DND) intends to reallocate military Information Technology (IT) personnel from bases, garrisons and wings to field and deployable units to improve their availability for employment on higher priority operational tasks. To continue providing IT support, DND has a requirement for ongoing IT professional services on a contract basis.

The Help Desk Specialist's duties include but are not limited to:

- Performing a variety of network incident and problem analysis, monitoring tasks and network management systems and responding appropriately to user requests, incidents and problems;
- Performing initial incident and problem analysis and triage, and assigning the incident or problem to other technical resources for resolution when appropriate;
- Maintaining liaison with end users and technical resources to communicate the status of incident and problem resolution to end users; logging and tracking requests for assistance;
- Providing advice and technical guidance to end users and technical resources as the situation warrants; and
- Maintaining records of incidents and problems reported against a system and their resolution;
- Liaising with end users to ensure maintenance of accounts and software, and to advise end users of upgrades, additions and/or changes to IM/IT resources or configuration prior to their execution

Mandatory Qualifications:

- Undergraduate Degree or Diploma or Certificate from a University or College or Technical Institute – minimum two-year program - in an IT-related field.;
- Experience as a Help Desk Analyst working with Active Directory / Windows Server 2003.;
- Experience with an industry standard ITSM Tool. (i.e. Support Magic, Remedy, Assist); and
- Experience working in a service desk environment – providing first line support to more than 100 users.

Desirable Qualifications:

Familiarity with any of the following DND System applications:

- ITSM tools: Support Magic SDE 9.0/9.2; Assyst and Remedy 7.1;
- Network Operating System (NOS): Microsoft Windows 2003 Server;
- Desktop Operating System (OS): Microsoft Windows 2000 and Microsoft Windows XP, line-up;
- Messaging System: Microsoft Exchange; and
- Office Suite: Microsoft Office 2000 and 2003.

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