

## **JOB DESCRIPTION**

**Position Title:** **IM/IT Services Representative**  
**Department:** Information Management/Information Technology (IM/IT)  
**Position FTE:** Permanent, Full-Time (FTE = 1)  
**Location:** Ottawa, Ontario

**Reporting Structure:**      **Reports to:** Supervisor – IM/IT Services  
   **Supervision:** Direct:      1  
   Indirect:      0

### **Description of Position's Duties and Responsibilities:**

#### **IT Support:**

- Acts as the front line of IT Support, handling support requests by phone and e-mail
- Tracks all support requests in the CPC's ticket management system
- Provide on-site/remote IT support to CPC staff and external users for all CPC business applications and IT services by telephone, e-mail, Internet, or in person
- Escalate IT issues to the appropriate IT group as required
- Troubleshoot desktop hardware and software issues

#### **IT Operations:**

- Process add/remove/changes to IT services (desktop/laptop, phone/VM, SharePoint, network/email accounts, CIMS, third party tools)
- Maintain inventory of loaner equipment (laptops, projectors, external hard drives, etc.)
- Process adds/remove/changes and maintain inventory for smartphone and mobile Internet
- Troubleshoot and maintain Multi-Function Devices (MFD) and desktop printers
- Help produce concise online and print documentation and training resources for both staff and end-users.
- Participate in proprietary software testing, documentation and development as needed.
- Assist with network/infrastructure maintenance, documentation and troubleshooting

### **Position Requirements:**

#### **Education:**

- A university degree or college diploma in Information Technology or a related field or an equivalent combination of training and experience.

#### **Experience:**

- 1-2 years IT experience, including call centre or helpdesk experience an asset
- Excellent communication (verbal and written), collaborative, and problem-solving skills
- Experience in hardware and LAN support and administration an asset
- Experience with Microsoft technologies an asset
- Experience with political campaigns an asset

### **Language Requirements:**

- English with excellent verbal and written communication skills.
- French with excellent verbal and written communication skills.

**Soft skills:**

- Self-Starter, Initiative, responsibility: can work independently
- Good team player, excellent interpersonal skills: can collaborate with others
- Strong organizational and problem-solving skills
- Critical thinking, analysis, and follow-through
- Ability to work in a fast-paced, changing environment
- Ability to communicate efficiently and effectively, orally and written
- Apply customer service skills, representing the CPC in a positive way while working with others
- Provide hands-on knowledge and training to staff
- Ability to work effectively with management and other staff to achieve common objectives
- Possesses good judgment and follow-through skills
- Capability to work efficiently in a deadline driven environment
- Capability to explain complex technical concepts in clear and common language

**Knowledge and Technical Skills:**

- Ability to learn new computer programs with ease
- Experience with training and documentation tools (Wordpress, Zendesk Help Centre)
- Experience with helpdesk software (Zendesk)
- Experience with inventory tracking software (Snipe-IT)
- Understanding of remote desktop support (Remote Desktop Connection, Terminal Services, join.me)
- Experience with Windows networked desktop operating systems (Vista, Windows 7, Windows 8, Windows 10) and Windows Server operating systems (Windows Server 2003, 2003R2, 2008, 2008R2, 2012, 2012R2)
- Microsoft Office 2007, 2010, 2013, 2016
- Experience with web content development and CMS's using WordPress
- Programming experience (JavaScript, PHP, Apex, Python) an asset

Interested candidates should submit their résumés to:

**Tim Ellis**

*Manager, IT Operations*

Conservative Party of Canada

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Ottawa, ON K1P 5G4

E-mail: [itjobs@conservative.ca](mailto:itjobs@conservative.ca)

Please note that only candidates selected for an interview will be notified.