

JOB DESCRIPTION

Position Title: IM/IT Services Representative
Department: Information Management/Information Technology (IM/IT)
Position FTE: Full time, Contract
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 can submit their applications to:

Tim Ellis

Manager, IT Services

Conservative Party of
Canada

130 Albert St. Suite 1720

Ottawa, ON K1P 5G4

e-mail: itjobs@conservative.ca