

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

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Canada

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