

SERVICE DESK TECHNICIAN SUMMER STUDENT – FULL TIME TERM

Reporting to the Manager, Service Desk, the summer student is responsible for providing technical and non-technical support to Manitoba Liquor & Lotteries end users by following the ITIL's Incident Management process, ensuring only the smallest impact on the business activity of the organization and the user. The incumbent will act as a single point of contact for users and users' issues, receive automatic alarm notifications and respond by procedure, and provide initial triage of service issues and escalate as appropriate.

Duties:

- Detect, record, classify, match, route, prioritize, resolve and close all incoming IT related support calls, automated system alerts, service requests, and capital project requests within prescribed time limits.
- Own all incidents, including monitoring, tracking and communication of all incidents, problems, and service requests through to completion.
- Assist end users with software applications, file accesses and hardware support as required.
- Research technical and non-technical problems, and resolve in a timely manner.
- Escalate and route Tier II or III support calls to appropriate Information Technology Services staff, based on impact, urgency and prescribed priorities and resolution times.
- Assist with communication of site failures and outages.
- Central point for monitoring and distributing all failures and outages.
- Place asset tags on new IT equipment and record in the Inventory database.
- Perform scheduled inventory spot checks.
- Receive all inventory orders and ship to appropriate sites.
- Encourage a climate that supports diversity.
- Other duties as assigned.

Primary Qualifications:

- Minimum of 1 year completed education in a Post-Secondary Institution with a focus towards Information Systems Technology, Electronic Engineering Technology or Computer Science and must be returning the following year.
- Minimum of 1 year completed education in Business Information Technology in College Program.
- Intermediate skills in Microsoft Office (Word, Excel, Outlook).
- Knowledge of Windows OS, Office Suite applications and troubleshooting skills.
- Excellent customer service skills.
- Have and maintain a valid class 5 driver's license.
- Core competencies for this position include customer service, teamwork and cooperation, communication, self-development and initiative, valuing diversity, integrity and building trust, achieving quality results, technical/professional knowledge. These competencies are deemed important for the success of the position.

Interested Individuals should apply by submitting a current resume and application to:

Email: careers@mbll.ca

All applications are due by February 15, 2024.

We thank all interested applicant, however, only those selected for interviews will be contacted.