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## SENIOR TECHNICAL SPECIALIST - ENTERPRISE CLIENT

Full Time Employment Opportunity

Reporting to the Supervisor, Technology Services, the Senior Technical Specialist – Enterprise Client is responsible for functions related to technical planning, design, configuration, operation and support of desktop services both physical and virtual. This includes Windows, hardware, productivity suites, directory/email administration, and virtual desktop technologies.

### Duties:

- Design, implement and configure Enterprise Client support systems. Apply Enterprise Architecture principles, standards, and methodology to ensure effective solution design.
- Create system documentation, including build, configuration and recovery.
- Assist in the development and execution of application test plans.
- Coordinate technical activities for projects.
- Complete project activities on time and in scope, while adhering to project methodologies.
- Manage the enterprise desktop environment, including firmware/software releases, system configuration and maintenance.
- Create and document production Windows images for the various hardware models and virtual desktops
- Create, document and manage Microsoft Office for the enterprise.
- Develop and document Group Policy Settings required for Microsoft Windows/Office
- Maintain system documentation, including build, configuration and recovery.
- Create and modify procedures and standards as required.
- Recommend & optimize Enterprise Client support systems to improve and maintain service levels and support Computer Operations with implementation.
- Provide guidance and support to Computer Operations on maintaining Enterprise Client Support systems and integration.
- Schedule and execute System Change Requests.
- Troubleshoot, resolve, and document Tier III incidents. Provide internal IT support. Escalate to external service providers as required.
- Backup/recover organizational services/systems in a timely manner as dictated by recovery objectives; and document all actions and resolutions.
- Investigate IT infrastructure system requirements and research new products and solutions.
- Support and comply with policies, procedures, practices and Corporate Social Responsibility commitments.
- Encourage a climate that supports diversity.
- Other duties as assigned.

### Primary Qualifications:

- Completion of a recognized degree or diploma program in an IT related discipline, or an equivalent combination of education, certification and experience.
- A minimum of six (6) years' experience in advanced Enterprise Client support and service delivery role supporting enterprise class Windows and Office environments.
- Proven experience in superior customer service delivery and support.
- Proven project coordination experience.
- Continuous upgrading and learning is required to remain current in information technology.
- The key accountabilities for this position include adapting to new changing conditions in a positive manner, communicating and working respectfully with co-workers, consistently delivering excellence in customer service, demonstrating appropriate job knowledge, following direction from leadership on assigned tasks, following established Safe Work policies and practices, following Manitoba Liquor & Lotteries' policies and procedures, meeting the established attendance expectations, meeting the productivity performance expectations and taking accountability for actions.
- Satisfactory work performance in the preceding twelve (12) months is a requirement. Attendance rate will be a consideration in the pre-screening process.

### Secondary Qualifications:

- Bilingual (French/English) language skills.
- Advanced experience with Microsoft SCCM/MECM and PowerShell would be considered an asset.

*\*\*\*Testing may form part of the screening/selection process. Employment Equity will be a factor in the recruitment process. Circumstances may arise where the bulletin may need to be withdrawn or the number of positions may need to be increased depending on the Collective Agreement.*

**Salary:** \$34.40-\$42.31  
**Bargaining Unit:** TBD  
**Location:** Milt Stegall Drive

Individuals should apply by completing our online application form at [www.mbl.ca/jobs](http://www.mbl.ca/jobs) or by submitting a resume and application to [careers@mbl.ca](mailto:careers@mbl.ca)

**All applications are due by August 3, 2021.**

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