
OPERATIONS ANALYST

Casual Employment Opportunity

Reporting to the Supervisor of Systems and Client Support, the Operations Analyst is responsible for providing technical and non-technical operational support to Manitoba Liquor & Lotteries end users and to First Nations casinos within Manitoba. Using prescribed Information Technology Infrastructure Library (ITIL) process methods; this position leads in providing operational support and user management and provides support defined by all lower level Tier positions.

As the Tier II support contact for Service Desk, the incumbent's objective is to identify the root cause of problems and prevent subsequent incidents.

Duties:

- Assist end users with software applications, file accesses and hardware support as required.
- Action and close all Tier II support calls, including matching to recurring problems in support database, defining, investigating, diagnosing and resolving all problems, monitoring known errors and raising Service/Support RFCs (Requests for Changes), preventing incidents by proposing and implementing improvements to the infrastructure, and reporting on results and major changes.
- Recover services/systems in a timely manner, and document all actions in the support database.
- Escalate incidents for Tier III support promptly to appropriate ITS staff, based on impact, urgency and prescribed priorities and resolution times.
- Assist with communication of site failures and outages. Monitor systems/services for errors, capacity issues and potential failures.
- Research technical and non-technical problems, and resolve in a timely manner.
- Create and modify procedures as required.
- Install hardware, operating system, and application software.
- Coordinate all voice and data cabling as required.
- Install, configure, patch and troubleshoot desktops and peripherals including printers, scanners, POS equipment, and etc.
- Lead in providing operations support and user management.
- Provide Tier 1 support when required.
- Perform Start of Day and End of Day procedures on all revenue-generating systems.
- Take a lead role in the ongoing evolution of support procedures in collaboration with the other IT support groups.
- Escalate all problems to appropriate ITS staff.
- Modify and delete accounts for all assigned systems.
- Manage new administration accounts for all assigned systems.
- Conduct ERP administration including batch job scheduling, application security, and object promotion.
- Encourage a climate that supports diversity.
- Performs 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.
- Coursework and/or industry certifications are strongly recommended e.g. A+, Network+, Linux+, RHCE, MCTS, MCITP, CCNA, OCA.
- Have and maintain a valid Manitoba Class 5 Drivers License and access to a vehicle.
- Continuous upgrading/learning is required to remain current in information technology.
- The core competencies for this position include achieving quality results, adaptability/managing change, communication, customer service, decision making and problem solving, integrity and building trust, teamwork and cooperation and valuing diversity. These competencies are deemed important for the success of the position and organization.
- Requires flexibility in working a variety of shifts within a 7 day/24 hour operation

Secondary Qualifications:

- Previous customer service experience and proven project coordination exposure.
- Courses in supervision/management.
- Bilingual (French/English) language skills.

****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: \$26.90-\$27.90

Bargaining Unit: CUPE

Location: Empress

Individuals should apply by completing our online application form at www.mbl.ca/jobs or by submitting a resume and application to careers@mbl.ca

All applications are due by February 6, 2023.

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