Analyst II, Client Productivity

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Forbes Ranks U of G Among Canada's Top Employers [1]

Professional and Managerial Group

Analyst II, Client Productivity

Computing and Communications Services (CCS)

Temporary full-time from May 2016 to May 2017

Hiring #: 2016-0154

Please read the Application Instructions [2] before applying

The University of Guelph was ranked among Canada's Top 25 Employers in 2016 by Forbes Magazine. Computing and Communications Services (CCS) is the central IT department at the University of Guelph, providing core IT services and technology solutions to the U of G community.

CCS has a progressive organizational culture, including a strong learning and development focus, and is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication.

This position will report to the Manager, Client Productivity. The incumbent will be an integral part of the CCS Client Productivity team which supports a number of customer-facing CCS services including: Service Desk, Desktop Computing, Windows File and Print Service, Anti virus, and Encryption.

As a member of the Client Productivity team, the Analyst II will work closely with other analysts, technicians, and support consultants within CCS as well as across campus, in the delivery and support of the services listed above. As an Analyst II, your role will include support for personal computing technology using management tools in a large enterprise environment, continuous improvement of services and processes, and management of small projects. While there will be a diversity of responsibilities, key accountabilities will be analyst support for IT Technicians, coordinating and leading desktop onboarding and refresh projects, and development of knowledge base articles for clients, technicians, and other support staff.

Requirements of the position include:

- Bachelor’s Degree in Computer Science/Information Technology field and a minimum of three (3) years of related work experience in service desk and desktop infrastructure support or equivalent combination of education and experience.
- Demonstrated strength in customer service.
- Experience using a service desk application to organize work and track support requests.
- Ability to multi-task and manage time; excellent organizational skills are mandatory
- Strong interpersonal and communication skills (oral and written)
- The ability to work independently and as part of a team.
- The ability to define, execute, and lead small technology projects in a “systems analyst” role.
- Strong troubleshooting skills
- Ability to provide technical mentorship to IT technicians e.g. provide guidance and advice in resolution of desktop support issues
- Ability to develop, document, and improve standard operating procedures and operational processes.

**Preferred Skills and Experience:**

In addition to the required skills listed above, skills and experience in any or all of these areas should be highlighted in your application:

- Working with systems management software e.g. Microsoft SCCM, LANDesk, Altiris, JAMF Software Casper Suite in a mixed Windows and MAC environment
- Experience working in IT service delivery where a service desk application is used to organize and track the work (CCS uses BMC FootPrints)
- Knowledge of Microsoft desktop operating systems and/or Apple OS/X operating system
- ITIL Certification, Microsoft Server Certifications, Microsoft Desktop Certifications
- Strong skills with Microsoft Word and Excel

**Classification:** C03**

**Professional/Managerial Salary Bands** [3]

*Tentative evaluation; subject to committee review.

**The salary range for this position is 15% higher than the salary range indicated on the Professional/Managerial Salary Grid**

**Posting Date:** 2016 04 13

**Closing Date:** 2016 04 20