



*We seek outstanding individuals to join our dedicated support staff team. Become a part of our diverse College, creating brighter futures, greater prospects and endless possibilities!*

<b>TITLE:</b>	Service Desk Analyst (Temporary, 15-month assignment)	<b>HOURS:</b>	35 hours/week
<b>LOCATION:</b>	Main Campus, Belleville	<b>PAYBAND:</b>	E
<b>DEPARTMENT:</b>	Facilities and Information Technology Services	<b>SALARY:</b>	\$25.38
<b>POSTING DATE:</b>	March 16, 2021	<b>START DATE:</b>	ASAP
<b>CLOSING DATE:</b>	March 23, 2021	<b>COMPETITION #:</b>	PTS21-01R

**SERVICE DESK ANALYST:**

Reporting to the Manager, IT Service Operations, with functional direction provided by the Service Desk Coordinator, the incumbent will provide first level support to the Loyalist College ITS user community as well as receive and document Facilities incidents and requests. As a member of the Service Desk team, the incumbent is a key point of contact between the Loyalist College community and the Facilities and Information Technology Services teams that handle incidents and requests.

**RESPONSIBILITIES:**

- Receives, tracks and resolves (and/or refers as appropriate) service requests related to IT application and system access, and questions related to the use of supported applications
- Provides Faculty and staff support for Learning Management System courses
- Receives and tracks (and/or refer as appropriate) incidents related to the Facilities environment according to defined processes
- Provides administrative assistance to the Facilities and IT departments including creating and maintaining departmental documentation
- Maintains the IT Audio Visual equipment library and database application and performs reservations and check-out/check-in of IT Audio Visual equipment
- Issues parking permits and addresses parking permit and infraction related issues
- Issues keys upon appropriate approval and maintains key inventory documentation
- Provides exam and survey marking services to Loyalist College Faculty



## **QUALIFICATIONS:**

- Completion of a two (2) year diploma in Information Technology or Business Administration
- IT certifications (i.e. ITIL) considered an asset
- A minimum one (1) year of experience in a service-related field (Information Technology/Facilities) with working with a variety of customers. Experience working in an educational environment considered an asset
- An understanding of Student Information Systems (Banner) and Learning Management Systems (Blackboard) considered asset
- A solid understanding of client computing technologies (MS Windows, Office Suite, Antivirus, e-mail, search engines) along with demonstrated abilities in software installation, client networking and desktop hardware
- Strong verbal and written communication skills to work with customers in identifying the source of their needs and documenting incidents in a concise and accurate manner
- A proven process orientation and an ability following ITIL service desk and incident management models
- Effective organizational skills and a proven ability to develop priorities and meet deadlines under pressure
- Ability to work independently and as part of a team

**TO APPLY:** Applications **must** be submitted **quoting the competition # PTS21-01R in the email subject line.** Please send a covering letter and a resume in MS Word or PDF format to:

**Human Resources Services**  
E-mail: [humanr@loyalistcollege.com](mailto:humanr@loyalistcollege.com)

**Posted in accordance with Article 17.1 of the Full Time Support Staff Collective Agreement**

In support of a diverse and inclusive college community, Loyalist College encourages applications from women, persons with disabilities, racial/visible minorities, and Indigenous peoples. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Loyalist College is committed to accommodating applicants with disabilities throughout the hiring process. At any stage of the hiring process, Human Resources Services will work with applicants requesting accommodation.

*Please note: Following an offer of employment, candidates with Canadian credentials will be required to provide official transcripts from the granting educational institution(s). Those candidates with international credentials must provide World Education Services (WES) [www.wes.org/ca](http://www.wes.org/ca) evaluation (at their own cost) confirming Canadian equivalency of their credentials.*

*We thank all applicants, however, only those selected for an interview will be contacted*