

IT SUPPORT ANALYST

ST. JOHN'S – CLOSING DATE: MAY 28, 2021

REFERENCE NUMBER: NPJP-2021-34660

Are you ready to explore an exciting career in a fast-paced, high-performance environment?

If you are seeking a challenging and rewarding career with room for continuing advancement and a competitive compensation package, have we got an opportunity for you! We are looking for a highly motivated team player with an excellent work ethic, and effective interpersonal and analytical skills.

As a valued member of the Technology team, your responsibilities will include: providing excellent customer service, via phone and in person for all aspects of technology deployed to approximately 650 employees working in both the office environment and in the field across the province; performing on-site and remote Help Desk and IT support to monitor/troubleshoot network, hardware, and software issues and resolving open tickets; repairing and replacing computer and networking equipment as necessary; performing asset management activities including tracking software licenses and desktop usage; and collaborating with senior technical resources for advance trouble resolution.

In this role, you will be required to have a solid technical background and demonstrated analytical skills. You must have the ability to adapt to and manage change and work in an energized and demanding environment. Expert knowledge of PC hardware/software, Microsoft Operating Systems and Microsoft Office software is also required. Your qualifications include a university degree or three-year college diploma in Information Technology supplemented by a minimum of two years related experience. Customer service experience would be considered an asset.

At Newfoundland Power, we accept and celebrate our differences. We are committed to fostering an inclusive and diverse workplace which reflects the communities we serve. A place where everybody is able to bring their whole selves to work and reach their full potential. We strive to ensure each team member feels valued, respected and supported.

We encourage applications from diverse candidates and will provide support to applicants during the recruitment process. If you require accommodation for any reason during the interview process, please let us know your needs which will be kept in confidence.

Apply online at newfoundlandpower.com/en/About/Careers/Career-Opportunities. We thank all applicants for their interest but only those selected for an interview will be contacted.



WHENEVER. WHEREVER.
We'll be there.

NEWFOUNDLAND
POWER
A FORTIS COMPANY