



**NSGEU Staff Vacancy**  
**Dartmouth, NS**  
**Technical Systems and User Support Analyst**  
**Term (from June 28, 2021 – March 25, 2022)**  
**Competition #2021-04**

The Technical Systems and User Support Analyst for the NSGEU is responsible for the operation and support of the NSGEU's technical infrastructure and incorporates a variety of tasks aimed at ensuring the performance, availability and functionality of the infrastructure. The role also includes providing user support for the hardware and software applications within the NSGEU Information Technology System.

**DUTIES:** Provides day-to-day support and assists the Office Systems Coordinator with installation, testing, monitoring, maintenance and backup of the information technology systems. Responsible for ensuring the full and most productive day-to-day use of information technology within NSGEU. Identifies, researches, and resolves technical problems with network, hardware or software utilized within the IT architecture of NSGEU. Provides end user IT support for computers, mobile devices, audio/video, copying and scanning and building security equipment and software. The support role requires a high degree of competency with system processes, hardware platforms and third-party software. Developing, designing and conducting end user equipment and software application training sessions in group and individual settings are a regular part of the incumbent's job.

The incumbent must be familiar with all elements of the NSGEU's technical infrastructure (including but not limited to): Windows Active Directory Server Environment; Microsoft Exchange 2013 & 365; SQL Server; Windows Hyper-V; Symantec Net Backup; Windows 10; VPN; TCP/IP, DNS, DHCP; Security systems (door locks and cameras); Wireless Network (Cisco) outsourced management; SharePoint 365, Microsoft Office 365, Microsoft Teams, and Zoom.

**QUALIFICATIONS:** Computer Degree or certificate; Microsoft certification; A+ computer hardware certification; minimum of 7 years related work experience. Excellent written and spoken English communication skills are a must.

**ABILITIES:** The successful candidate must be calm in high pressure situations and meet project timelines; be resourceful, accurate and detail oriented; have outstanding trouble shooting skills; possess strong interpersonal skills with the ability to develop and maintain positive working relationships and communicate technical information to non-technical personnel; be able to take responsibility and complete work with minimal supervision; and be physically able to lift and carry computer equipment.

**Pay Level:** \$66,572 - \$77,240

**CLOSING:** Please submit your resume and cover letter (merged into one document) identifying the competition number, outlining your qualifications, skills and experience to: NSGEU, Ms. Robin MacLean, Executive Director, 255 John Savage Avenue, Dartmouth NS B3B 0J3 or e-mail to jobs@nsgeu.ca or via facsimile at 428-0190 **no later than Tuesday, June 15, 2021.**

*No interviews from outside IAMAW, Local 2797 and NSGEU memberships shall take place until such time as all qualified applicants from the above have been interviewed and no successful candidate found. NSGEU will request time off for union leave for the successful applicant where necessary*

