Position Title: Desktop Support Analyst

Position Type: Regular

Location: Mississauga, ON

Job Band: 3

Salary Range: $25.83 - $31.79/hour

Hours of work: 36.25 hr/week

Reporting to: Manager, Information Technology

This posting is applicable to: Internal/External Applicants

Skilled Trades Ontario is a Crown agency responsible for skilled trades certification in Ontario, which includes:

- **Establishing apprenticeship programs,** including training standards, curriculum standards and certification exams
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario
- **Issuing Certificates of Qualification** in all trades with certifying exams
- **Renewing Certificates of Qualification** in compulsory trades
- **Maintaining a Public Register** of people authorized to work in compulsory trades
- **Conducting research** in relation to apprenticeship and the trades

The Desktop Support Analyst assists staff with technical support of desktop computers, applications and related technology at Skilled Trades Ontario (STO). In this role, areas of support include: operations, installation and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. The position utilizes one-on-one consultancy to end-users, while also performing maintenance and testing of the network servers and associated equipment.

Responsibilities:

- Provides Service Desk support to users via phone, teams, email or desk side, other locations as required;
- Responsible for resolving tickets and service requests, related to laptops, desktops, peripherals (e.g. printers, monitors, IP phones, etc.), accessories (e.g. mice, keyboards, headsets, etc.), mobile devices and STO's supported applications;
- Provides user account and access management services including: set-up, change and removal of accounts (login ID's) that provide access to the applications and data in the current infrastructure environment. Additional activities under the account management services include: creating and administering network access and email distribution lists and ensuring documentation and policies are enforced and procedures and protocols are maintained;
- Collects, organizes and documents all problems and solutions in the Service Desk ticketing System;
- Develops, implements, and/or participates in the preparation of user training. Assists with maintaining and updating service desk training materials;
- Updates and maintains inventory records of all user assets (Hardware and software);
- Responsible for the setting specifications, hardening and installations, upgrades and imaging of laptop and desktops;
- Leads and participates in all process and controls surrounding end-user onboarding, exiting and internal moves;
- Assists the infrastructure team in monitoring and maintaining STO's centralized server and networks and all administrative tasks associated with their operation;
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software;
- Support infrastructure team on all endpoint devices access operations (including but not limited to: server, network and other backend issues);
- Provide training to staff on the use of STO approved hardware and software;
- Support IT management in the purchasing and maintenance of all STO end user hardware and software;
- Assists with delivering desktop technology within the scope of corporate initiatives. Ensures all audit and Information Security processes and policies are adhered to;

Qualifications:

- University or College degree in Information Technology/Systems Computer Science or related field or equivalent experience;
- Proven years of experience in desktop support required, with a strong customer service focus;
- Experience working in a network and a cloud environment and ability to perform troubleshooting of network cloud devices issues, desktop software, printing problems;
- Experience in the creation and review of technical documentation;
- Experience in working with current and emerging technologies and applications such as Office 365, Adobe Acrobat Pro, SharePoint, Azure, MS Defender, Windows bitlocker, Microsoft Global Secure Access, PowerBI, Miro, Intune (admin) Scripts
- Completed or near completion for the following certifications

    - CompTIA A+, CompTIA Network+
    - Microsoft 365 Certified Fundamentals

- Nice to have the following certifications
    - Microsoft Certified Azure Administrator Associate
    - Microsoft Office specialist Expert
    - ITIL Foundation

Knowledge of:

- Microsoft windows 10/11 TCP/IP, DNS, DHCP, network cabling, PC Imaging and software packaging;
- Supporting Microsoft Office 365 and Morden Workplace concepts, apps and tools and other software applications;
- End-user technologies including: PC hardware, IOS, Android tablets, mobile devices and network protocols;

Skills include:

- Ability to learn and apply new technologies and introduce them to the STO end user environment;
- Strong verbal communication skills to provide systems support and provide one to one and group training to STO's users;

- Strong written communication skills to prepare systems documentation, procedures and training materials;
- Ability to communicate at all levels of the business. Able to articulate technical information to both technical and non-technical audiences;
- Strong interpersonal, troubleshooting and organizational skills;
- Ability to multitask and prioritize duties appropriately;
- Ability to work well independently, as well as part of a team;

Working Conditions:

- This Position requires flexible work hours, which may include weekends and response to "on call" service requests;
- The position follows a hybrid model, combining in-office and remote work, with potential travel to other office locations as needed;
- May involve isolated working environments

*This position is represented by OPSEU.

*Only those candidates selected for an interview will be contacted.

How to Apply: Please forward your resume by **May 12, 2025** to **at 5:00pm EDT** to careers@skilledtradesontario.ca. Only applications submitted via email will be accepted. Be sure to quote the following competition number in the subject line of your email: **STO-007-25 - Desktop Support Analyst**.

We thank all applicants for their interest and will contact those whose skills, knowledge, and experience most closely match the requirements of the position.

STO embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and STO's Accommodation Policy, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to STO. We welcome applications from all qualified persons.

Skilled Trades Ontario is an equal opportunity employer.