

JOB OPPORTUNITY

Position Title: Desktop Support Analyst

Position Type: Fixed Term Contract – *OPSEU represented*

Duration: Twelve (12) Months

Location: Mississauga, ON

Job Band: 3

Hiring Range: \$25.83 - \$31.79/hour

Hours of work: 36.25 hours/week

Reporting to: Supervisor, IT Support

This posting is applicable to: Internal/External Applicants

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

- **Establishing apprenticeship programs**, including training standards, curriculum standards and certification exams.
- **Administering apprenticeship programs**, including approving apprentices and sponsors, registering training agreements and assessing applications for apprenticeship program completion.
- **Issuing certificates of apprenticeship** to completed Ontario apprentices.
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario.
- **Administering exams**, including certifying exams, in all trades subject to certifying exams.
- **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.
- **Researching** apprenticeships and the trades.

The Desktop Support Analyst assists staff with technical support for 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 setting specifications, hardening and installations, upgrades and imaging of laptop and desktops;
- Leads and participates in all processes 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;
- Regularly lifts, carries, and moves computer equipment, monitors, peripherals, and related technology devices weighing up to 50 pounds as part of equipment deployment, replacement, and support activities.

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;
- Valid G class driver's license and be able to travel between organizational locations as required.
- 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;

What STO Offers:

- Work-life balance
- Comprehensive health and dental benefits
- RRSP matching (up to 6%)
- Employee Assistance Program (EAP) through TELUS Health with employee perks

Our Recruitment Process Includes:

- Step 1: Resume Screening
- Step 2: Phone Screening
- Step 3: Panel Interview(s)/Assignment
- Step 4: Selection
- Step 5: Offer of Employment

How to Apply: Please submit your resume to ADP via the following link by **October 26, 2026**:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclId=19000101_000001&lang=en_CA&jobId=9202315844246_1&source=EN

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

Skilled Trades Ontario 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 Skilled Trades Ontario's Accommodation Policy, accommodation will be provided at any point

throughout the hiring process, provided the candidate makes their accommodation needs known to Skilled Trades Ontario. We welcome applications from all qualified persons.

Skilled Trades Ontario is an equal opportunity employer.