



# Advanced Solutions

a DXC Technology Company

**Director, Service Desk Services  
Exempt**

## Why Choose Us?

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Where will a career with Advanced Solutions take you? To the leading edge of information technology, working with industry partners from around the world. At Advanced Solutions you will work with outstanding people in a challenging and dynamic environment. We strive to provide you with the tools, the training, and the opportunity to take charge of your future and take advantage of change to maximize client service and work within a centre of excellence.

## The Opportunity:

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Advanced Solutions is looking for community-minded, energetic, progressive individual to join its Technology Services department. Technology Services is responsible for providing cost-effective management and supply of IT operations to core government ministries, program managers and government employees. Information Technology Services is also responsible for understanding the business objectives, future directions and unique requirements of the programs it supports.

## Who you are:

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- Display a high level of effort, commitment, and mature judgment
- Maintain a professional and confidential manner at all times
- Trustworthy and responsible behavior
- Eagerness to learn and a willingness to accept feedback and direction
- Customer Focus
- Adhere to Advanced Solutions Core Values
  - Exemplify Professionalism: We uphold a respectful and respected workforce.
  - Embrace and Champion Change: We enthusiastically participate, collaborate, innovate, and welcome change.
  - Encourage and Take Initiative: We are an engaged and progressive workforce promoting personal and professional growth
  - Personify Integrity: We are reputable and productive which builds the foundation of our success

## Application Requirements

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### Must Have

- Degree preferred in computer science, information management, public administration, business administration or related discipline, and extensive experience in the management of information technology, Technical university or Bachelor's degree required; Master's degree or MBA preferred, or
- Equivalent combination of education and experience.
- Extensive experience in strategic planning and complex problem and issues resolution.
- Experience developing policy, managing projects, and managing budgets.
- Considerable experience developing a range of internal and external stakeholder relationships and engagement in the implementation of change strategies.

- Minimum 5 years or more experience supervising and motivating a team to deliver high-risk projects and leading direct reports, contracted resources, as well as other staff resources using the ability to influence without authority.
- 10 years combined experience within a Service Desk and/or Contact Centre environment.

*Learn more about application requirements and review the full job description [here](#).*

## **We take care of our people (what we offer):**

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### **Salary Package**

- Employment Type: Full time, regular
- Union/Non-Union: Non-Union
- Annual Salary: Salary commensurate with qualification and experience
- Office Location: Role Specific

### **Benefit Package**

- 20 Vacation days, with entitlement increases with service
- Flexible work arrangements
- Maternity, Paternal and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- Paid sick leave for when life happens
- Extended health and dental
- Public Service Pension plan, matched by Advanced Solutions
- Excellent Rewards and Recognition Program

### **Flexible Work Arrangements**

- Schedules to fit your lifestyle
- Flexibility in location
- Hybrid work environments to ensure that you feel supported

## **Diversity, Inclusion & Workplace Information**

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We promote a diverse, equitable work environment and welcome employment applications from individuals of all backgrounds. Our employees enjoy competitive and comprehensive extended and group benefits and participate in a very progressive defined benefit plan through the BC Public Service Pension Plan.

We care about our people and are leaning into a workplace culture that supports a healthy work-life balance. Advanced Solutions is proud to be pivoting to become a remote and/or hybrid workplace. Employee's will have the option to work from anywhere within Canada, or from our Vancouver Island Technology Park Office in beautiful Victoria, BC, or a combination that suits their needs. To learn more about the Victoria Office, please visit the [VITP Information Site](#).

### **How to Apply:**

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Please ensure your application clearly identifies how you meet each of the stated qualifications, with particular emphasis on the education, training, and experience requirements. This information will be utilized in screening your application and determining whether you will be considered for the next stage of the recruitment process.

In your application/cover letter please indicate how you heard about ESIT Advanced Solutions (i.e., name of job boards, career fairs, word of mouth). Qualified candidates are invited to forward their cover letter and resume, noting the position title and where they saw the position advertised, to [Competition@dxcas.com](mailto:Competition@dxcas.com). This position will remain open until filled.

