



Advanced Solutions

a DXC Technology Company

Service Desk Analyst
8 month term – Casual
IS18

Why Choose Us?

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:

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:

- 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

Must Have

- A degree in IT; or a diploma in IT plus one year of related experience; or a certificate, program completion, or some course work, and 2 years of related experience or 3 years of related experience;
- Related experience includes providing customer IT support services in a fast-paced environment or helping end users to use and understand computer hardware and software;
- ITIL training (certification preferred); and
- Equivalent combinations of education, training and experience may be considered.

Nice to Have

- Awareness of ITIL framework
- The ability to build and maintain positive working relationships; to work collaboratively within a team and to provide excellence in customer service;

- Be able to work in a fast-paced environment, while maintaining a professional calm manner;
- The ability to communicate professionally and effectively with clients, other team members, supervisors, managers and business consultants both verbally and in writing, clearly, logically, concisely, effectively and efficiently while maintaining professionalism and confidentiality;
- The ability to handle issues in a sensitive tactful way with regard to political considerations;
- The ability to set priorities to manage long term and short term goals to achieve the greatest return;
- The ability to work on several projects with multiple clients concurrently;
- The ability to learn new and rapidly changing technologies and maintain currency on essential tools;
- The ability to work co-operatively and independently in a multi-team environment with minimum direction;
- Strong customer service skills, utilizing tact/diplomacy at all times;
- Service and solution-oriented and effective in resolving conflict;
- The ability to place customers as a top priority striving to provide helpful and value-added services;
- Proven ability to communicate clearly, both verbally and in writing, by providing and obtaining information effectively, correctly, and in a concise and timely manner, at a level and in a format consistent with the audience;
- Identify and think through problems with a view to a successful resolution;
- Work individually and as part of a team to accomplish work assignments;
- Work under pressure, with competing tasks while meeting deadlines;
- Excellent time management and organizational skills;
- Demonstrated problem determination, troubleshooting, and resolution skills;
- Desire to learn while working with complex systems and highly specialized system operations involving multiple platforms and locations; and
- Knowledge of computer hardware and software programs and equipment related to job functions.

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

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

Salary Package

- Employment Type: Casual
- Union/Non-Union: Union-BCGEU
- Salary Grid Level: Level 18, Schedule 2
- Annual Salary: \$68,584.02 - \$77,843.85
- Office Location: Role Specific

Benefit Package

- Flexible work arrangements
- Modified work weeks are a part of our collective agreement
- Maternity, Paternity and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- 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

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:

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 by Monday, September 9, 2024.

An eligibility list may be created. Lesser qualified applicants may be under-implemented or appointed at a lower level.

