



IT SUPPORT ANALYST

Manitoba Start (ESI Inc.) is the leading provider of career development and job matching services to immigrants and employers in Manitoba. We assist newcomers in adjusting to the Canadian landscape as it pertains to employment and to enable meaningful connections to the Manitoba labour market.

Job Summary

Reporting to the Manager, IT and Building Operations, the IT Support Analyst/Facilitator is responsible for providing technical support, maintenance and reporting of all IT and network-based systems at Manitoba Start. This includes the setup of new accounts, training new and existing employees on systems/ databases, maintenance of equipment, ongoing support and administration of IT related tasks and projects, reporting and data analysis, maintaining an inventory of supplies and equipment.

Qualifications and Experience:

- Post-secondary diploma or Bachelor's degree in an IT or related discipline from an accredited institution. An equivalent combination of skills, education and experience will be considered.
- Broad-based networking and computer skills and IT certification from CompTIA/Cisco/Microsoft
- 2-3 years of experience in a similar role.
- Experience and knowledge of Microsoft 365 Administration, Windows Server, network administration, system maintenance and upgrades, database management and website maintenance.
- Technically adept with excellent communication skills both orally and written; able to interact with users of varying levels of expertise and to develop user-friendly guidelines and protocols for computer usage and problems solving.
- Client-service oriented; possess excellent communication and interpersonal skills with the ability to relate to and empathize with the needs of immigrants from diverse cultural and linguistic backgrounds.
- Ability to multi-task, prioritize and meet deadlines while performing tasks efficiently and independently and as part of a dynamic, culturally diverse team.
- Ability to provide instruction on and train individuals on the use of new systems and programs.
- Demonstrated value for and understanding of principles of diversity.
- Experienced/interested in working with newcomers; people from diverse ethnic backgrounds

Annual Salary: \$47,500 based on a 35 hour work week,

Competencies

Cultural Competence; Building Relationships and Networking; Accountability and Dependability; Professional Ethics and Integrity; Client-Centred; Decision Making and Judgment; Communication; Technical Knowledge

Manitoba Start offers a competitive and comprehensive benefits package.

Qualified applicants may submit a cover letter and resume to HR@ManitobaStart.com by November 28, 2022.

Applicants may request reasonable accommodation related to the materials or activities used throughout the selection process.