



# Career Opportunity

## Support Officer

Closing Date 2023-03-26.

**Reference:** 2223-2023-277

**Rate of pay:** \$61,479 - \$77,790 annually

**Classification:** ADG-F

**Outcome:** Temporary

**Work environment:** Hybrid

**Work location:** Ottawa, Ontario

**Service area / Division:** Parliamentary Precinct Operations / Business Management Services

**Area of selection:** Restricted

**Language requirements:** BBC

### About the role

This selection process is restricted to employees working within the House of Commons Administration employees.

The Support Officer is responsible for the operational execution of release maintenance testing for scheduled releases of a wide range of business applications and systems that support the delivery of various PPO services to clients across the House of Commons and to Parliamentary Precinct partners. The position is responsible for the conduct of 1st level support to PPO users, Members of Parliament and House Administration employees in regard to incidents and problems with specific business applications, as well as escalating unresolved issues to the 2nd level. In this role, you will also be responsible for maintaining information and documentation on support activities.

### Top reasons to join the team

This is an opportunity to be a part of an innovative and dynamic team that assist the Parliamentary Precinct Operations through excellent client service and the utilization of various technologies. We value a supportive team that works collaboratively and learns from each other and we also value and encourage training and development opportunities to develop your skills and talents.

### What you need

Education	<ul style="list-style-type: none"><li>Post-secondary education in information technology or computer science OR an acceptable combination of education, training and related experience.</li></ul>
Experience	<ul style="list-style-type: none"><li>Experience in the conduct of testing for business applications;</li><li>Experience in the configuration of business applications;</li><li>Experience in providing support on business application problems and incidents, and in resolving issues;</li><li>Experience in contributing to the development of support documentation.</li></ul>
Other	<ul style="list-style-type: none"><li>Hybrid work</li></ul>



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## Outcome

Staff the position of Support Officer on a determinate basis (temporary).

Create a pool of potential candidates that may be considered to staff future vacancies for this position or for other similar and/or related positions on an indeterminate and/or determinate basis.

Consideration may be given to candidates with other linguistic profiles.

## Competencies

Candidates will be evaluated against the House of Commons Administration Competency Framework – Specialized Support.

## Our commitment to inclusion, diversity, equity, and accessibility

The House of Commons Administration is committed to being a leader in inclusion, diversity, equity and accessibility. We continuously evolve our practices and design them in such a way as to ensure that everyone can equitably participate to the upmost of their abilities. As “One House,” we leverage diversity in all its forms and recognize that everyone has valuable contributions to make and the potential for individual growth.

## Apply and learn more!

If you dream of joining an organization that is small enough for you to be noticed, but big enough to provide you with a meaningful career, then we want to hear from you! We carefully review all applications and contact candidates retained for further consideration in a timely manner. Click on “Essential information” below to learn more about our selection process.

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