



Career Opportunity

Various IT Analyst Positions

Closing Date 2023-03-26.

Reference: 2223-2023-279

Rate of pay: \$68,107 - \$86,176 / \$75,649 - \$95,719

Classification: ADG-E / ADG-D

Outcome: Temporary

Work environment: Hybrid

Work location: Ottawa, Ontario

Service area / Division: Digital Services and Real Property / Office of the Chief Technology Officer

Area of selection: Open

Language requirements: BBC

About the role

The House of Commons Digital Services and Real Property is currently looking to staff various IT Analyst positions such as:

Information Technology Analyst (ADG-D)

DP End-User Computing Analyst (ADG-E)

Application Support Analyst (ADG-E)

You provide technical expertise in relation to support, deployment and provisioning of services. These services include a wide range of technologies in the field of end-user devices (Access, Cloud & Automation, Client Computing and Client Mobility). You actively participate in the troubleshooting of end-user computing incidents and may apply minor device, software or platform configuration changes as workarounds following established frameworks to quickly recover the affected end-user computing. You play a role in the process of end-user computing technology monitoring through the review of event trends, the determination of correlations with the technology environment, usage, etc., and the remediation of problems and issues. The position provides operational expertise on preventive maintenance activities (e.g. patches; firmware; hotfixes; etc.), and vulnerability management responsibilities relating to the standard configuration for end-user computing.

You must maintain your skills set with ongoing training and by staying abreast of the latest technology development.

You may be required to work irregular hours and overtime on short notice.



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Top reasons to join the team

Attention all tech enthusiasts! Are you passionate about information technology and love to keep up with the latest innovations? If so, we have an exciting job opportunity that you won't want to miss. As a member of our team, you will work in a fast-paced and dynamic environment where your skills and expertise will be challenged daily. You will have the opportunity to implement new ideas and improve existing technology, making a real impact in the domain of Digital Workplace. Our products are used by Members of Parliament, their staff, and all of the employees of the House of Commons. By joining our team, you will have the opportunity to deliver and support tailored products and services to our clients, aiming to enhance their experience and productivity. We are seeking a creative and resourceful individual who can work well under pressure and is not afraid to think outside the box. With access to the latest technology and tools, you will have the resources necessary to make a real difference in the industry. If you're ready for a challenging and rewarding career in the technology field, then this is the perfect job for you.

Apply today and become part of our exciting team!

Education	<ul style="list-style-type: none">University degree or college diploma (from a recognized institution) in Computer Science or Information Technology (IT) OR an acceptable combination of education, training and relevant experience in an IT related field.
Experience	<ul style="list-style-type: none">Minimum of two years experience in a professional information technology environment, offering excellent customer service through synchronous and asynchronous interactions;Must be a good communicator; have the ability to convey information to end users and management alike in an easy-to-understand manner;Ability to coach and provide mentorship to team members within the organization;Experience working in a Windows Networking Environment.
Other	<ul style="list-style-type: none">Significant technical experience and knowledge in at least one of the following in the domain of Client Mobility: Mobile Device Management/Mobile Application Management solutions (examples: Intune, Apple Business Manager, Knox Mobile Enrollment); Industry best practices for iOS, Android OS; Microsoft Azure Application Proxy; Network Device Enrollment Service; Simple Certificate Enrollment Protocol;Significant technical experience and knowledge in at least one of the following in the domain of Client Computing: Experience in troubleshooting and performing root cause analysis pertaining to Active Directory, Productivity Tools, COTS Applications, and Windows Operating Systems;Significant technical experience and knowledge in at least one of the following in the domain of Identity and Access Management: Managing and configuring conditional access policies; Experience in automation and knowledge of PowerShell; Active Directory (On premise); Azure Active Directory; Multi Factor authentication principles and best practices; Desktop virtualization best practices and principles;Significant technical experience and knowledge in at least one of the following in the domain of enterprise platforms: Managing and administering Microsoft 365 products (SharePoint Online, Exchange Online, OneDrive); Managing and administering Microsoft collaboration suite (Teams, Outlook); SharePoint Integration principles and best practices; Exchange and Messaging principles and best practices.

Outcome

Staff the position of various IT Analysts 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 – Professional/Advisory.



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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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