



# COMPETITION

## CAREER OPPORTUNITIES:

Ingenium - Canada's Museums of Science and Innovation is currently seeking a dynamic individual to fill the position of:

### **OFFICER, TECHNICAL SUPPORT (anticipatory staffing)**

**Reference Number:** 2018/2019-CSTMC-086

**Salary Range:** \$58,496.55 - \$71,188.16      **Level:** 6

**Employment Status:** Indeterminate / Full-time

**Language Requirements:** Bilingual (CBB/CBB)

**Security Requirement:** Enhanced reliability

**Position Number:** 9453

**Branch:** Public Affairs and Marketing

**Who can apply?** Ingenium - Canada's Museums of Science and Innovation employees and external candidates

#### **Summary of Duties:**

Under the direction of the Director, Informatics Services, the Officer, Technical Support provides technical support to the Corporation through the provision of IT help desk services; installs, configures and delivers PCs and peripherals; installs and maintains PC software applications; administers, trouble shoots and repairs hardware and software; maintains automated support systems and documentation; configures and maintains user accounts; installs and maintains printers and print queues; maintains the Informatics lab environment; and performs other related duties.

The standard weekly hours are: SWW 37.50 Hrs (5 days consecutive Mon. - Fri.)

#### **Education and Experience:**

As an ideal candidate, you hold a post-secondary college diploma in computer technology.

You also have experience in the following areas:

- a minimum of five (5) years of experience in a technical support or IT help desk capacity;
- with centralized patch management systems such as WSUS or Shavlek / Ivanti;
- with automated software deployments;

- with NTFS security and Windows network shares;
- with computer imaging software ( eg. ImageCast, Ghost, Clonezilla);
- with Lotus Notes would be an asset;
- with Mac OS would be an asset.

## **RATED REQUIREMENTS**

### **Knowledge:**

- current knowledge of personal computer hardware and software installation and maintenance is required;
- thorough understanding of Windows client operating systems (Win 7, 8, and Win10) is required;
- understanding of Microsoft Windows 2008/2012/2016 Active Directory and Group Policy Manager is required;
- understanding of data networks (including IP addresses, DNS, and WINS) is also required;
- familiarity with standard business COTS offerings;
- familiarity with Windows registry is required.

The position requires continuing study of periodicals, technical manuals and on-line information, and regular attendance at training courses to keep up to date on new technologies and techniques, new operating systems, new software applications and new computer hardware.

### **Abilities:**

- strong trouble shooting abilities;
- ability to work both independently and collaboratively;
- strong verbal and written communication skills;
- ability to prioritize requests based on severity, impact and urgency.

### **Personal Suitability:**

Customer focused  
Organized  
Thorough  
Attention to detail

*A valid driver's license is required.*

*Secret clearance is required.*

The CSTMC is committed to the principles of employment equity.

Résumés received for this position will not be accepted after the indicated closing time (midnight) and date.

Please note that only candidates who are selected for the next stage of this selection process will be contacted. As a result of this competition, we may establish an eligibility list that may serve to staff similar positions.

If you are interested in this opportunity, please forward your cover letter and curriculum vitae indicating the reference number **2018/2019-CSTMC-086** in your email's Subject line, no later than the closing date to: **competition@ingeniumcanada.org**

**Posting Date:** August 13, 2018

**Closing Date:** September 2, 2018

Christine Laframboise  
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