Manitoba Hydro
energy for life

EMPLOYMENT OPPORTUNITY

Closing Date: 24.02.2025

SUPPORT SPECIALIST

GILLAM, MB

Manitoba Hydro is consistently recognized as one of Manitoba's Top Employers!

Great Benefits

- Competitive salary and benefits package.
- Defined-benefit pension plan.

Manitoba Hydro is a leader among energy companies in North America, recognized for providing highly reliable service and exceptional customer satisfaction. Join our team of Manitoba's best as we continue to build a company that supports innovation, commitment, and customer service, while actively supporting a diverse, equitable and inclusive workplace.

We are looking for a Support Specialist to join our team. Under the direction of the Supervisor, Client Support Services, you will provide prompt, professional service and support to address client computing problems, formulate effective plans, and maintain a sound relationship with the client community. You will represent client interests to Information Technology Management and other Information Technology Services Departments.

Responsibilities:

- Provide desk-side assistance and support in the use of standard business applications.
- Provide technical consulting and support services to the client community. This includes troubleshooting functional and technical problems in the following areas: operating systems, application software, hardware devices, electronic office, networking, and Internet/Intranet.
- Coordinate and administer desktop computer support for the corporate endpoints. This may include providing direction to junior staff, setting client service priorities, and coordinating internal and external resource allocation.
- Coordinate ad-hoc client service requests such as client workstation moves, training sessions, information sessions, project rollouts, and short-term equipment needs.
- Provide Tier 3 support, direction, consulting, and problem resolution for complex incidents received at the IT Service Desk.
- Participate in planning, design, and administration for the continued growth of Client Support environment, including process improvement for internal processes and services.
- May act as a project leader for assigned projects.
- Mentor junior staff.

Qualifications:

- A four-year degree in Computer Science (Honors) from a university of recognized standing and a minimum of three years of related business systems analysis and programming experience, which includes a minimum of two years of computer systems analysis experience and a minimum of one year of Client Support experience.
  OR
- A two-year diploma in Computer Programmer/Analyst Technology or Business Information Technology (BIT) from an institute of recognized standing and a minimum of five years of business systems analysis and programming experience, which includes a minimum of two years of computer systems analysis experience and a minimum of three years of Client Support experience.
- Ability to perform a wide variety of activities such as client requirements analysis, meeting with business/personnel management, defining workstation alternatives, and recommending the appropriate client products and business solutions.
- Must possess and maintain a Manitoba Driver's Licence.
- Obtain and maintain a current Personnel Risk Assessment and a "Clear" security rating in accordance with Manitoba Hydro policy P513.
- Critical Infrastructure Protection (CIP) Training is required and must be completed prior to transfer date and renewed annually.

Salary Range

MANITOBA HYDRO IS COMMITTED TO DIVERSITY AND EMPLOYMENT EQUITY

Starting salary will be commensurate with qualifications and experience. The range for the classification is $37.94-$52.52 Hourly, $72,703.54-$100,638.98 Annually.

Apply Now!

Visit www.hydro.mb.ca/careers to learn more about this position and to apply online.
The deadline for applications is **FEBRUARY 24, 2025**.

We thank you for your interest and will contact you if you are selected for an interview.

This document is available in accessible formats upon request. Please let us know if you require any accommodations during the recruitment process.

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