INNOVATION
Canada Foundation for Innovation
Fondation canadienne pour l'innovation

With a bold, future-looking mandate, the Canada Foundation for Innovation equips researchers to be global leaders in their field and to respond to emerging challenges. Our investments in state-of-the-art tools, instruments and facilities underpin both curiosity- and mission-driven research that cuts across disciplines and bridges all sectors. The research infrastructure we fund mobilizes knowledge, spurs innovation and commercialization, and empowers the talented minds of a new generation.

Job opportunity

TECHNICAL SUPPORT ANALYST

Position Summary:

Reporting to the Associate Director of Information Management and Information Technology, the Technical Support Analyst provides support to the staff and clients of the Canada Foundation for Innovation (CFI) to ensure a reliable and positive IT experience with the organization's systems and applications. As the first point of contact for all information service requests, the incumbent will work to identify, document and prioritize issues and remediation activities, including escalation to appropriate personnel according to incident management policies and procedures.

Key activities:

IT support

The incumbent will:

- Serve as the initial point of contact for all information service requests
- Identify and document issues, and prioritize and assign tasks accordingly
- Communicate with users to address issues related to software, hardware and network access
- Provide website support, including facilitating updates to content and routine maintenance
- Provide support for software deployment projects, including system upgrades, security enhancements, application rollouts, and hardware upgrades
- Respond to incidents according to the CFI's incident management processes and procedures, identifying, prioritizing and escalating issues when appropriate.

User assistance

The incumbent will:

- Assist in onboarding new staff by providing support for access to computers, systems and software
- Ensure proper installation of equipment for new employees, adhering to IT security standards and guidelines
- Collaborate with users to coordinate the delivery, installation, maintenance and returns of IT equipment and services according to CFI processes and procedures.

Documentation

The incumbent will:

- Compile, organize and maintain user guides containing solutions for common IT issues
- Document support procedures and operational guidelines for reference and training purposes
- Track user support requests using the ticketing system; produce quarterly reports of tickets, including resolution times and a basic analysis of common issues; document how issues are resolved for future reference.

Education and skills

- University degree or college diploma in information technology, computer science or related field
- Excellent customer service skills
- Strong communication skills notably to communicate complex technical concepts and procedures to non-technical audiences. Fluency in both English and French (oral and written) is preferred
- Proficient problem-solving abilities to troubleshoot technical issues effectively
- Ability to prioritize tasks based on urgency and impact
- Competence in computer hardware repair
- Familiarity with software as a service (SaaS) tools
- Technical background with knowledge of Windows 10, Active Directory, MS Office 365, MS365 administration (e.g., Exchange, Entra, Intune), SharePoint and network systems (e.g., WAN, LAN, VPN)
- Relevant professional certifications (e.g., CompTIA A+, Microsoft Certified Professional) are considered an asset
- Prior experience in technical support or a similar role

Total compensation:

The CFI offers a competitive compensation package that includes employee benefits and participation in the Sun Life Financial pension plan, four weeks of paid vacation leave as well as personal days and access to the Wellness Fund that covers health and wellbeing items for you and your family.

This is a full-time position in a hybrid work environment, requiring a minimum of two days per week at the CFI offices.

Please send your CV and a covering letter by end of day on Monday, November 11, 2024 to:

Eric Desjardins
Director of Human Resources
Canada Foundation for Innovation
55 Metcalfe Street, Suite 1100
Ottawa ON K1P 6L5
hr@innovation.ca

Technical Support Analyst

We would like to thank all candidates who apply. Only candidates selected for an interview will be contacted.

The Canada Foundation for Innovation supports official languages principles and respects Ontario's Accessible Customer Service Policy. We attempt to accommodate individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Please let us know in advance if you require an accommodation to participate in the hiring process.

The CFI is committed to the principles of equity, diversity and inclusion. In all our activities, we recognize that a breadth of perspectives, skills and experiences contributes to excellence in research.

The Canada Foundation for Innovation respectfully acknowledges that its head office is located on the traditional, unceded territory of the Anishinaabe Algonquin People.

Visit Innovation.ca and our "Careers" page for more information about the CFI.