

# HELP DESK ANALYST

CLARENVILLE – CLOSING DATE: MARCH 2, 2020

COMPETITION NUMBER: NPJP-2020-28756

## Are you ready to explore an exciting career in a fast-paced, high-performance environment?

If you are seeking a challenging and rewarding career with room for continuous advancement and a competitive compensation package, have we got an opportunity for you! We are looking for a highly motivated team player with a strong commitment to safety and customer service, an excellent work ethic, and effective interpersonal and communication skills.

As a valued member of the Technology Team, your responsibilities will include: providing excellent customer service, via phone and in person, concerning all aspects of technology deployed to approximately 650 employees across the province; on-site and remote Help Desk and IT support to monitor/troubleshoot network, hardware, and software issues and resolving open tickets; repairing and replacing computer and networking equipment as necessary; performing asset management activities including tracking software licenses and desktop usage; and, collaborating with senior technical resources for advance trouble resolution.

In this role, you will be required to have a solid technical background and demonstrated analytical, skills. You must have the ability to adapt to and manage change and work in an energized and demanding environment. Expert knowledge of PC hardware/software, Microsoft Operating Systems and Microsoft Office software is also required. Your qualifications include a university degree or three-year college diploma in Information Technology supplemented by a minimum of four years related experience. Customer service experience would be considered an asset. Travel will be required to Company offices throughout the province.

Apply online at [newfoundlandpower.com/en/About/Careers/Career-Opportunities](https://newfoundlandpower.com/en/About/Careers/Career-Opportunities). We thank all applicants for their interest but only those selected for an interview will be contacted.



**WHENEVER. WHEREVER.**  
**We'll be there.**

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