



CANADA SCIENCE AND TECHNOLOGY
MUSEUMS CORPORATION

SOCIÉTÉ DES MUSÉES DE SCIENCES
ET TECHNOLOGIES DU CANADA

AGRICULTURE - FOOD - ALIMENTATION

AVIATION - SPACE - ESPACE

SCIENCE - TECHNOLOGY - TECHNOLOGIE



COMPETITION

CAREER OPPORTUNITIES:

The Canada Science and Technology Museums Corporation (CSTMC) is currently seeking a dynamic individual to fill the position of:

COORDINATOR, IT OPERATIONS

Reference Number: 2017/2018-CSTMC-072

Salary Range: \$53,508.57 - \$65,080.94 **Level:** 5(int)

Employment Status: Indeterminate / Full-time

Language Requirements: Bilingual (CBC/CBC)

Security Requirement: Enhanced reliability

Position Number: 9844

Branch: Public Affairs and Marketing

Who can apply? Canada Science and Technology Museums Corporation employees and external candidates

Summary of Duties:

Reporting to the Manager, IT Operations, the incumbent's main role is to act as the SPOC (Single point of Contact) for incoming operational requests via phone and e-mail and walk-in's. Assist in day to day operations such as manage & monitor the helpdesk ticketing systems including assignments, approvals, dispatch, escalations, and closing of requests. This will include AV and Interactive floor call triage.

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

Education and Experience:

As an ideal candidate, you have completed post secondary studies. A diploma in IT/IM is preferred.

You also have experience in the following areas:

- 5 yrs working in a customer service environment;
- 3 yrs experience in an IT environment or related field.

RATED REQUIREMENTS

Knowledge:

- basic computer and operating system knowledge;
- basic knowledge and training related to telecommunications;
- basic understanding of information security principles;
- technical awareness: ability to match resources to technical issues appropriately;
- understanding of support tools, techniques, and how technology is used to provide IT services;
- service awareness of all organization's key IT services for which support is being provided.

Abilities:

- to communicate effectively, both orally and in writing;
- to perform under pressure by being able to multi-task and prioritize workload;
- to work in a fast moving environment;
- interpersonal skills: such as telephony skills, communication skills, active listening and customer care;
- typing skills to ensure quick and accurate entry of service request details;
- self-motivated with the ability to work in a fast moving environment.

Personal Suitability:

Adaptability to varying work conditions.

Reliability and responsibility.

Initiative and judgement.

Effective team player.

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 curriculum vitae indicating the reference number **2017/2018-CSTMC-072** in your email's Subject line, no later than the closing date to: **competition@ingeniumcanada.org**

Posting Date: September 29, 2017

Closing Date: October 13, 2017

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