Invites applications for the following position(s):

**COMPETITION NUMBER:** 023

**Administrative and Professional Staff (APSA)**

**Continuing Position**

**DESKTOP SUPPORT ANALYST, GRADE 7**

**DESKTOP SERVICES**

**POSITION NUMBER:** 122748

**POSITION OUTLINE:**

The Desktop Support Analyst will be responsible for investigating, analyzing, reviewing, configuring, and documenting workflows and technical specifications for a variety of departmental software across multiple platforms. The role will include working closely with end users on the recommended use of software in support of departmental processes. Prepares training materials and delivers training/seminars on the use of departmental software. Under the direction of the Supervisor works with IT teams and other departments on various projects related to desktop software and to introduce improvements to departmental software.

**QUALIFICATIONS:**

- Two year diploma in Information Technology or related discipline, and two years related experience, or an equivalent combination of education, training, and experience.
- Good knowledge of Microsoft Outlook email system.
- Good knowledge of multiple operating systems (Windows 7 and 10, Mac Operating Systems, and Linux Ubuntu).
- Good knowledge of web based applications.
- Excellent in troubleshooting application software (Word, Excel, and Outlook).
- Excellent customer service skills.
- Excellent organizational, analytical reasoning and problem-solving skills.
- Excellent communication skills (verbal and written).
- Excellent interpersonal skills.
- Detail oriented, able to approach problems logically and prioritize responsibilities.
- Excellent training and documentation skills.
- Ability to document departmental workflows.
- Ability to diagnose incidents for appropriate escalation to other teams.
- Ability to maintain composure when dealing with difficult individuals and challenging situations.
- Ability to maintain confidentiality.
- Ability to arrange suitable transportation when travelling to work at other locations.

**SALARY RANGE:** $54,900 to $65,561 per annum

**START DATE:** ASAP

A detailed resume and cover letter quoting **Competition #023** must be received in our office by **4:30 pm on January 17, 2018**, addressed to the attention of Linda Chan, Human Resources Advisor. Please follow the application instructions at: [http://www.sfu.ca/hr/prospective_employees/HowToApply.html](http://www.sfu.ca/hr/prospective_employees/HowToApply.html).

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment. A more detailed job description may be obtained at [www.sfu.ca/jobpostings](http://www.sfu.ca/jobpostings).