Open To The Public
(8) System Support Specialists

Treasury Board Secretariat
IT Shared Services
Location - Charlottetown

Full-Time Temporary Position
(Commencing Immediately Until September 9, 2022 With Possibility Of Extension)

The PEI Department of Finance and Treasury Board Secretariat aims to encourage the development of an innovative, diverse and inclusive workforce which enables the organization to realize its goals. These positions of Systems Support Specialists is responsible for technical support of provincial IT assets, which would include but not limited to desktops, laptops, tablets, printers and network gear within all government facilities across the province including schools and health facilities. This position is also responsible for providing installation and support of Government-owned applications. As well, these positions will assist in the support and troubleshooting of Government's Wide Area Network. All staff are client driven, working towards maximizing the return on IT investment.

Duties Include:
- Provide technical support services on site;
- Troubleshoot technical issues using remote applications to resolve client's issues;
- Diagnose, identify and resolve computer problems with a wide variety of hardware, software and corporate applications;
- Image, configure and troubleshoot all computer hardware and devices used throughout government;
- Respond to client requests for assistance with IT related problems;
- Provide support via telephone and email for end users who are experiencing IT related problems;
- Escalate, track and provide follow up on unresolved problems with technical staff or service contractors;
- Monitor, maintain and optimize all Local Area Networks (LAN) throughout the province ensuring that the service availability of all communication devices are at optimum level and provide recommendations to minimize problems;
- Install and assist with troubleshooting switches, endpoint devices, uninterruptible power supply (UPS) devices and other network devices;
- Address unresolved incidents effectively and efficiently;
- Performing other duties as required.

Minimum Qualifications:
- Must have a university degree or college diploma with major course work in IT Infrastructure;
- Hold current industry standard designation such as Comptia A+, or approved Microsoft issued exam certificate for the Windows Operating System;
- Considerable experience in the IT industry;
- Demonstrated equivalencies may be considered;
- Ability to assess and analyze client requests and propose effective solutions;
- Proficiency in both official languages is considered an asset;
- Ability to analyze systems hardware and software problems, provide, recommend and/or implement solutions;
- Ability to communicate effectively both orally and in writing;
- Effective interpersonal skills, judgement, dependability and reliability;
- Professionalism – desire to keep abreast of trends and developments;
- Applicants must have a good previous work and attendance record;
- The successful applicant must provide a satisfactory Criminal Records Check prior to beginning employment;
- Additional relevant education and experience will be considered an asset;

Please Note: **Please ensure the application clearly demonstrates how you meet the noted qualifications as applicants will be screened based on the information provided. The successful candidate will be the only individual receiving written notification of competition results. The "Notification of Successful Candidates" list posted on the Employment Opportunity board will serve to inform all other applicants of competition results.**

Salary Range:	$25.87 - $30.82 per hour (Level 13 UPSE)
Bi-Weekly Hours:	75.0 hours bi-weekly
Posting ID:	147640-0921TBTO
Closing Date:	Tuesday, October 5, 2021 **5pm**

Please return forms to PEI Public Service Commission, P.O. Box 2000, Charlottetown, Prince Edward Island, C1A 7N8. Applications may be sent by fax to (902) 368-4383. IT IS THE RESPONSIBILITY OF THE APPLICANT TO CONFIRM RECEIPT OF THE APPLICATION, BY TELEPHONE OR IN PERSON PRIOR TO THE CLOSING DATE. Please ensure that the appropriate Posting ID number is stated on all application forms. You can apply online or obtain an application form by visiting our web site at www.gov.pe.ca/jobs. Forms may also be obtained by contacting any PEI Government office, ACCESS PEI Centre, Regional Services Centre, or by telephone (902) 368-4080.