

## **CS-01 - Group: Computer Systems.**

**\*Area of Responsibility: Canadian Forces Base Shilo, Manitoba**

**Rate of pay: \$57,000 to \$73,000**

**Collective agreement: <https://www.tbs-sct.gc.ca/agreements-conventions/view-visualiser-eng.aspx?id=1>**

**Closing: 8 Nov 19**

Eligible applicants: Applicants must meet all the following requirements in order to be considered:

1. Students who have recently graduated or have graduated from a computer science program from a post-secondary institution within the last 5 years;
2. Canadian Citizen; and
3. Must successfully pass a security clearance check.

### **Client Service Results**

The Desktop Technician is responsible for second line support to their end user community and provides both remote and on-site support and troubleshoots incidents or requests that cannot be resolved remotely by the Service Desk (SD).

### **Key Activities**

1. Responds to incidents and service requests that have been escalated from the Customer Service Desk by providing onsite and remote 2nd level technical support to IT clients experiencing difficulties. Supports the end users and troubleshoots IT related problems for the use, features and restrictions related to their computer equipment, and configuration of the software available to them. Participates on project teams as required.
2. Manages the incident/service request by reviewing the initial diagnostic information provided by the SD and troubleshoots further, updating the record.
3. Investigates and documents problems experienced, reviews earlier action taken to address client difficulties and determines whether the incident can be resolved within the Desktop function.
4. Communicates progress in a timely manner.

5. Monitors incidents and service requests for adherence to or breach of Service Agreements undertakes resolution of incidents if possible and updates the record, otherwise escalates to the Desktop Supervisor for further review.
6. May transfer to another support unit within the area of responsibility or direct incident/request back to the Service Desk for escalation to 3rd level of support if necessary
7. Maintains and documents issues in logs including the nature and resolution of problems and provides related information to the supervisor.

Those interested are encouraged to electronically submit cover letter and resume to:

Capt. Richard Troute  
3<sup>rd</sup> Canadian Division Signals Sqn Detachment Shilo  
[Richard.Troute@forces.gc.ca](mailto:Richard.Troute@forces.gc.ca)

Cover letter and resume only. **No transcripts or letters or reference.**

\*This competition will be used to establish a pool of candidates as future **CS-01** opportunities become available in Shilo, Yellowknife and Edmonton.