

**ONTARIO PUBLIC SERVICE  
CAREERS**

## Job Ad

**Ministry:** Ministry of Government and Consumer Services  
**Division:** ITS Desktop Managed Services and Field Services Branch  
**Position Title:** INFRASTRUCTURE TECHNOLOGY SUPPORT OFFICER  
**Duration:** 1 Temporary assignment/contract up to 6 months with the possibility of extension)  
**Location:** 435 James Street South, Thunder Bay, P7E 6S8, North Region  
**Compensation Group:** OPSEU  
**Salary:** \$1,109.99 - \$1,355.86 (MplusM) per week \*  
**Position Status:** Open  
**Job Code:** 17156 - Systems Officer 3  
**Schedule:** 6  
**Category:** Information Technology  
**Job ID:** 12817

Are you looking for an opportunity to take your information technology knowledge and experience to another level? If so, the Ministry of Government Services, Information Technology Support Desktop Managed Services and Field Services Branch has a position for you as an Infrastructure Technology Support Officer.

As a motivated, results-oriented information technology professional, you will provide on-site and remote hardware and software support for all aspects of the desktop environment for a range of end-clients in multiple ministries. You will support various systems and applications supported by the information technology support organization and will be responsible for utilizing your technology and infrastructure knowledge to identify, diagnose and resolve technical incidents as well as plan and support the desktop environment using Infrastructure Technology Information Library (ITIL) incident and change management processes.

**Qualifications:** Knowledge of and experience with installing, testing, and troubleshooting desktop hardware and software in a LAN/WAN environment; knowledge of desktop hardware components, desktop operating systems, LANs and network topologies and configurations, server operating system configurations and services, domain architecture, integrated and enterprise directory technologies, and desktop security threats and solutions, as well as knowledge of and experience installing software images using a variety of tools and methods; interpersonal and customer service skills and the ability to establish good working relationships, as well as demonstrated experience working in a team environment; analytical and problem solving skills to identify, analyze, diagnose, and resolve a variety of technology issues; organizational skills and knowledge of project and time management methodologies; leadership and communication skills; knowledge of current developments in the market for desktop hardware and software, in particular in the product lines offered by the Desktop Management Service Provider (DMSP) vendors; ability to establish and promote best practice policies, standards, and guidelines; ability to lift and move large boxes of up to 20 kilograms; valid driver's licence to use fleet, rental or personal vehicles to reach clients in remote sites inaccessible by public transit.

**Posting Date:** Friday, September 26, 2008

**Closing Date:** Friday, October 10, 2008

Applications must be received by the end of the closing date with the Job ID number quoted.

**Apply online  
or send application to :** Northern Recruitment Centre - Ministry of Government Services

159 Cedar Street, Suite 404  
Sudbury, Ontario, P3E 6A5  
Fax: (705)564-9165

Only applicants selected for interview will be contacted.

OPS Employees are required to quote their WIN EMPLOYEE ID number when applying to positions.

**The Ontario Public Service is an equal opportunity employer.**

**Accommodation will be provided in accordance with the Ontario Human Rights Code.**

\* Indicates that the salary listed includes the maximum plus merit, in accordance with the OPSEU Collective Agreement.