

# ACTRA

ACTRA (Alliance of Canadian Cinema, Television and Radio Artists) is the national union of over 27,000 professional performers working in English-language recorded media in Canada, including TV, film, radio, and digital media. ACTRA's principal role is to negotiate, administer and enforce collective agreements to provide performers with equitable compensation as well as safe and reasonable working conditions.

## **ACTRA National is seeking a full-time: Technical Support Analyst**

### **Position Scope:**

The Technical Support Analyst is responsible for timely and effective resolutions to end-user productivity issues as they relate to IT-serviced computer operations. This will be accomplished by performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary. The Technical Support Analyst is also responsible for recording problems/solutions within the help desk call-tracking system.

### **Responsibilities:**

Duties include but are not limited to:

- Independently resolve end-user IT issues, such as password reset, software questions, PC hardware issues, internet connectivity, configurations, etc.
- Provide one-on-one end-user support and problem resolution via telephone, e-mail, video conferencing, and other modes of communication.
- Perform in-person, on-site repairs of PC desktop hardware, printers, and other peripherals.
- Support internal phone systems, work cell phones, A/V systems and streaming applications.
- Diagnose and resolve minor network issues (e.g., LAN access).
- Recognize and escalate deeper and more complex issues to the Senior IT Specialist and/or Network Administrator and Team Lead.
- Troubleshooting software, hardware, and network issues, providing solutions or elevating issue if needed.
- Where necessary, assist network administrator in installing network interface cards, hubs, switches, network cabling, and so on.
- Provide moves, adds, and changes to network and systems access for new, departing, or general staffing changes.
- Accurately log work orders/help desk tickets and resolutions into help desk software management system; maintain vigilant maintenance of this process.
- Create process documentation on work activities, processes, etc.
- Prioritize work orders/help desk tickets according to severity.
- Conduct timely repair of IT equipment covered by third-party vendor maintenance agreements.
- Attend and/or conduct training sessions for end users; create training materials for end users (e.g., FAQ/SOP sheets).

# ACTRA

- Use help desk log entries to pinpoint trends and trouble spots to conduct proactive maintenance or repairs.
- Compile, maintain, and file all repair records, reports, and other documents as required.
- Always maintain a high degree of professionalism and courteousness emphasizing strong communication and customer service skills.
- Evaluate new hardware and software to meet company requirements.
- Maintain inventory of internal licenses and track compliance recommendations.
- Design and generate reports as requested by ITDS manager or Team Lead.
- Provide technical advice and assistance to office staff as needed.
- Stay current on all company operating systems and applications to provide a high level of support to all end-users.
- Participate in team meetings, actively providing input and suggestions.
- Suggest and develop training initiatives for end users to improve departmental efficiency and reduce unnecessary tickets.
- Work with vendors and inform them when equipment needs to be replaced or repaired in collaboration with the Team Lead.
- Keep records of all vendor transactions monitoring the status of orders and repairs.
- Ensure all company equipment and resources are used efficiently and for company purposes only.
- Participate in relocating PC equipment to different locations within the office and perform workstation-related setups.
- Enforce economical and efficient use of equipment and resources.
- Ensure the security of equipment and supplies.
- Maintain a monthly report updating inventory levels of computer equipment.
- Prepare Invoice coversheets for technical software and equipment
- Responsible to maintain and distribute all computer related resources.
- Assist in the bidding and RFP process for new equipment and supplies.
- Maintain and keep up to date on emerging IT/Security services.
- Liaise with vendors and service providers to ensure efficient and cost-effective acquisition of technology purchases.
- Other related duties and projects generally considered to be within the job category.

## **Qualifications:**

- College or university degree in Information Technology or a program relevant to computers is preferred, or an acceptable combination of education and relevant experience.
- CompTIA A+/Network+ or MCP (Microsoft Certified Professional) certification preferred.
- At least 2 years of direct work experience in a Help Desk capacity.
- Ability to independently diagnose problems, perform repairs on IT assets, and provide support for a wide range of applications.
- Experience with computer, printer, phone, cell phone, network, and A/V hardware.
- Experience with Office 365, Adobe, Sage, Paystation, ADP, Microsoft Azure, Intune, Android, iOS, Zoom, and WebEx software.
- Must be able to quickly analyze issues independently and determine best course of action using available resources and sound judgement.
- Sound judgment when escalating issues to senior members of the team.

# ACTRA

- Knowledge of help desk management software tools required.
- Excellent written, oral, and telephone communication skills.
- Able to communicate in user-friendly language, i.e., non-technical to non-tech users.
- Expert knowledge of computer workstation setup.
- Exceptional multi-tasking abilities and prioritization skills.
- Strong customer service mindset.
- Strong team player and able to work under pressure.
- Attention to detail in all areas of work.
- Strong problem identification and problem resolution skills.
- Strong negotiation skills and understanding of vendor relations including quotation and ordering process.
- Proficiency with VPN networks, firewalls, encryption, and other aspects of network security technologies.
- Experienced in working with budgets for an IT department and collaborating with a finance team.

## **Application Process:**

Interested applicants are invited to submit a resume and cover letter to [humanresources@actra.ca](mailto:humanresources@actra.ca) **quoting '2021-14 'Technical Support Analyst' in the email subject line.**

*ACTRA is committed to employment and pay equity and we encourage applications from all equity seeking groups, including but not limited to, Indigenous and other racialized communities, people with disabilities, and LGBTQ2+ communities. In compliance with the Accessibility for Ontarians with Disabilities Act ('AODA') we provide the accommodations necessary to ensure full participation in our recruitment processes. If you require an accommodation during any stage of the recruitment process, please notify Human Resources.*

Thank you for your interest in joining us. Only those selected for an interview will be contacted.