**CAREER OPPORTUNITY**

# SUPERVISOR, IT HELP DESK

**ST. JOHN'S – CLOSING DATE: FEBRUARY 11, 2020**

COMPETITION NUMBER: NPJP-2020-28602

## Are you ready to explore an exciting career in a fast-paced, high-performance environment?

If you are seeking a challenging and rewarding career with room for continuous advancement and a competitive compensation package, have we got an opportunity for you! We are looking for a highly motivated team player with a strong commitment to safety and customer service, an excellent work ethic, and effective interpersonal and communication skills.

As a valued member of the Technology Team you will be responsible for: managing a team of skilled IT staff that support and maintain information technology used by employees; ensuring effective procurement, deployment and maintenance of desktop, laptop, tablet computers, software and related technologies; analyzing performance of Help Desk activities and documented resolutions, identifying problem areas, and delivering solutions to enhance quality of service; identifying, recommending, developing, and implementing end user knowledge programs/resources to improve employee technology awareness and self-sufficiency; and, conducting research on emerging products, services, protocols, and best practice standards to enhance quality of service.

You will be required to have a solid technical background with strong training and coaching skills. You must have the ability to adapt to and manage change, promote efficient allocation of resources, and work in an energized and demanding environment. A sound understanding of industry best practices, compliance models and technology trends across multiple operating platforms is also required. Your qualifications include a university degree or three year college diploma in Information Technology supplemented by a minimum of 8 years relevant IT experience. You must have demonstrated ability in leading or managing multiple initiatives, projects and teams. Inter-provincial travel will be required.

Apply online at newfoundlandpower.com/en/About/Careers/Career-Opportunities. We thank all applicants for their interest but only those selected for an interview will be contacted.





WHENEVER. WHEREVER.
We'll be there.

NEWFOUNDLAND POWER
A FORTIS COMPANY