

JOB POSTING

Information Technology

POSITION TITLE: IT Trainer – Service Delivery Specialist
REPORTS TO: Manager, Service Delivery and Business Relations
LOCATION: Toronto
LANGUAGE: Bilingual - English and French

OVERALL ACCOUNTABILITY:

This position reports to the Manager, Service Delivery and Business Relations. You will be a key member of the Service Delivery Team, managing, designing, developing and coordinating all corporate initiated IT Training to enable the business to work effectively and more efficiently by leveraging the services and technologies that are made available.

In this role, you will provide best practices in end user training for IT services, applications and promote tool adoption. Communicating regularly with business leaders, identifying training gaps with the technologies that is offered at SOCAN and map out specific plans to address them.

This is a dual role where majority of the time you will be focused as an IT Trainer/Technical Document Writer and provide coverage as Service Delivery Specialist as needed.

RESPONSIBILITIES:

55%

- Identify repeated Incidents/Request from IVANTI ticketing management system to reduce the overall volume for service by educating and training business users
- Collaborate with Manager, Service Delivery and Business Relations and various business leaders and liaise with subject matter experts to deliver on identified training needs
- Develop and deliver new hire training, workshops, demo sessions and training programs related to existing and new technology
- Deliver “just in time” training
- Provide one on one training to all levels of audience
- Create how to documents, manuals, tips and trick videos for various applications and services that are offered
- Prepare and update Service Delivery standard operating procedures (SOP)
- Maintain IT Departmental Intranet site and build IT Training Hub Portal

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- Some travel to other offices are required

25%

- Create technical documents, work with Manager, Service Delivery and Business Relations to define new policies, process and procedures pertaining to ITSM entities of activities within Service Strategy, Service Design, Service Transition and Service Operation

20%

- Provide end user support by providing backup coverage to the Service Delivery Technicians
- Create and track all service related Incidents/Request into IVANTI ticketing management system
- Manage ITSM tickets and track service incident lifecycle by confirming resolution with end users
- Experience in supporting desktops/laptops, VDI, video conferencing system, VoIP telephony and Microsoft end user software
- Escalate software/hardware problems that cannot be resolved to the appropriate level of support group within IT
- Maintain accurate inventory records of hardware, software and peripherals
- Participate in hardware/software testing and implementation
- Escalate unresolved problems to Team Lead or Manager
- Other duties as required

SKILLS REQUIRED:

- Bilingual in French and English
- Minimum 3 years in a Technical Support Role
- Minimum 2 years in a Technical IT Trainer Role
- Post-secondary education in a computer networking technical support related program
- Microsoft Certified Trainer (MCT)
- Microsoft Certified IT Professional (MCITP)
- ITIL V3 required
- Experience in conducting classroom technical training
- Experience in using Camtasia for video creation
- Experience and understating of video conference and collaboration technologies (CISCO platform)
- Expert knowledge of Microsoft Office, Antivirus, VPN and PC applications
- Experience in support PC hardware
- Thorough knowledge of Networking, Active Directory, DNS, DHCP, RDP etc.
- Experience in Telephony configuration (CISCO 9951 programming/configuration)
- Experience in supporting VMWare Horizon View/Virtual Desktop Infrastructure
- Experience with software virtualization (ThinApp – packaging and troubleshooting)
- Experience working with laptop/desktop imaging process (WDS, WINPE, VM)



ATTRIBUTES:

- Customer Service Oriented
- Organizational Skills
- Analytical Skills
- Results Oriented
- Flexible and Efficient
- Self Starter
- Strong Facilitation and Communication Skills
- Relationship and Team Builder

IS THIS JOB RIGHT FOR YOU?

Qualified applicants are invited to apply in writing to Human Resources, Sara Smolej – Toronto Office in **English**, and include a recent copy of your resume. Please email your resume to: hr@socan.com

SELECTION:

Skills will be tested. Selection will be based on factors such as past performance, previous related experience and alignment of those skills required for this position. Only qualified applicants will be contacted for an interview.

ACCESSIBILITY:

SOCAN is committed to providing accommodations for disabilities. If you require an accommodation, we will work with you confidentially to meet your needs. Please direct any accommodation requirements to the HR department to ensure your accessibility needs addressed.

DEADLINE:

Applications must be received in Human Resources by **5:00pm Friday, March 9, 2018.**