

Desktop Support Analyst – 1 Year Contract

Astellas Pharma Canada is currently searching for a Desktop Support Analyst, on a 1 year contract.

Description

This position requires knowledge of Microsoft Windows and Office, PC hardware, mobile and peripheral devices. Customer service oriented individual with the ability to explain technical detail to non-technical personnel. Must have a knack for problem solving, ability to be resourceful in a high-pressure situation. Ability to administer local accounts and follow change control and other departmental procedures.

Essential Job Duties

1. Setup required equipment for new employees, contract or consultants including laptops, iPhone, iPads, printers, projectors. Maintains inventory of all laptops for head office and field based users.
2. First line of support for all end users; provide orientation to new hires, answer help calls throughout the day.
3. Uses Global image for laptops, and rolls out hardware to new employees; supplies telephone and voicemail to end users; periodically assesses hardware for replacement and migrates users to new systems; works with digital devices (iPhones and iPads), scanners, printers, telephones.
4. Ability to assist with several applications and gain knowledge of specialized software used at the local site.
5. Troubleshoots issues with remote tools over the phone or visit the end user personally, prioritizes requests based on importance to the business.
6. Enters all requests for assistance into the APCA and/or global ticketing system(s).
7. Contributes innovative solutions to improve the working environment on an ongoing basis. Works closely with system administrators and management to keep them aware of issues.
8. Manages tape backup rotation for servers. Manages virtual server environment and new server installations.
9. Provides desktop support to Head Office users. Installs, configures, and diagnoses PC hardware and software. Supports teleconferences, videoconferences and other meeting requests.

10. Provides desktop support to field users. Assists with laptops, printers and related issues.
11. Supports new initiatives.

Required Qualifications

- Associates degree and three to five years of related work experience
- Minimum of two years experience with Microsoft Office, Windows 7 or later in a networked environment
- Installation and maintenance experience in PC hardware, software, printer and peripherals
- Technical knowledge of current network hardware, protocols and standards
- Ability to learn and implement new technologies
- Diagnosing, investigating and problem solving
- Excellent telephone and remote support skills
- Exceptional customer service orientation with excellent interpersonal skills with keen attention to detail
- Good verbal and written communication skills
- Familiar with trouble ticket systems
- Must be able to lift 35lbs.

Preferred Qualifications

- Prior pharmaceutical industry experience in an Information Systems/Desktop Support role
- Familiarity with mobility (e.g., supporting iPhones, iPads)
- ITIL v3.0 or similar framework

If your skills and experience match our needs, please email your resume to: employment@astellas.com.

Astellas Pharma Canada welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the hiring process.

No telephone inquiries, in-person applications, or agencies please. While we appreciate all applications, only candidates under consideration will be contacted.