

# Now Hiring!

## Temporary Full-Time IS Help Desk Analyst

We are currently seeking a highly motivated, service oriented professional to fill the position of Temporary (9 months) Full-Time IS Help Desk Analyst. Reporting to the Manager of IS & Innovation, as a member of the dynamic Business Information Systems team, you will work closely with our front-line users as well as to support our critical infrastructure needs.

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### What Will You Be Doing?

- Actively support the maintenance needs of our network, software and hardware infrastructure, including off-hours maintenance
- Ensure timely response to help desk requests from users during business hours adhering to established organizational service levels
- Provide support for in-house audio visual systems
- Provide user-based training guided by excellent documentation practices
- Ensure organizational compliance with data security and privacy best practices
- Ensure the Disaster Recovery and Backup processes are operating in an optimal fashion
- Attend and contribute to all team and staff meetings as required
- Other duties as assigned by department Manager
- Represent Trillium at industry functions when needed



# Temporary Full-Time IS Help Desk Analyst

## Who You Are:

- A graduate of a recognized degree or diploma program in computer science, information systems or networking
- Minimum one (1) year of experience in a similar role, supporting network maintenance needs with daily help desk responsibilities
- A functional, working knowledge of the following is desirable: VMWare, Linux, Microsoft Windows Server and Active Directory, Microsoft Exchange, Microsoft 365, Cisco Networking and Telecommunications, TeamViewer
- Advanced troubleshooting experience within a remote working environment
- Empathetic approach towards end-user support
- Ability to adhere to project management principles and best practices
- Excellent written and verbal communication skills
- Detail-oriented
- Able to work independently with excellent time management skills and adherence to deadlines
- Comfortable working with both cloud managed services and on-prem deployments
- Experience with the Guidewire Insurance Suite of Applications would be considered highly favourable

This position will be a hybrid remote work position, with emphasis on working remotely while meeting in office requirements as set out by your leader. A minimum presence of 2 days per week would be required. High-speed Internet and reliable connectivity are required.

If you are a high performer who delivers more than what is expected, provides excellent service by understanding customer needs, enthusiastically supports change, shares your expertise, takes responsibility for your own development, who actively seeks new challenges and has a desire to learn and grow, then we want to hear from you!

Trillium Mutual commits to maintaining and promoting a culture that is inclusive and welcoming to all peoples. A workforce that is diverse, and that improves its understanding of various cultures, backgrounds and experiences, is in a better position to serve its members.

We invite interested applicants to submit their resume to [hr@trilliummutual.com](mailto:hr@trilliummutual.com) by April 12, 2024.

Applicants are thanked for their interest in this position, however, only applicants selected for an interview will be contacted.

Trillium is committed to providing accommodations and achieving a barrier free workplace for individuals with disabilities. Should you require an accommodation in order to participate in our recruitment process, we will support you by taking into account your individual needs.

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To learn more about Trillium visit us at our website [www.trilliummutual.com](http://www.trilliummutual.com) or on



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