

Career Opportunity

ABOUT AGLC

AGLC is a dynamic organization leading Alberta's gaming, liquor, and cannabis industries. Our team of high performers is driven to provide our customers with outstanding service and Albertans with choices they can trust.

ABOUT THE POSITION

Team Lead, Desktop Support

Competition #: 19-121

Salary: \$78,890.00 – \$104,492.00 per annum

Closing Date: Sunday, September 22, 2019

Position Location: St. Albert

JOB SUMMARY

AGLC is looking for dynamic professionals to join its Information Technology Division. Would you like to work in an environment that offers a change of pace, diversity, and work life balance? Are you looking for an organization that will value your experience and allow you to contribute to its innovation and modernization agenda? Then you have come to the right place!

The Team Lead, Desktop Support is a highly specialized senior technical position with responsibility for all activities related to the management and support of all desktop & peripheral hardware and specific Intel-based servers. This includes computer hardware & software support, smartphone support, printer support and client training requirements.

Responsible for the quality of service delivered by the Desktop Support Analysts to AGLC employees, the Team Lead, Desktop Support provides direction, support and leadership to the team by assigning tasks & projects, managing performance and ensuring project time lines & business goals are met.

Additional duties include creating reports for the IT leadership team, ensuring understanding & compliance with approved processes & procedures and managing the Continual Service Improvement (CSI) within the team. Staying current with evolving computer & network technologies is crucial as the Team Lead, Desktop Support will be responsible to provide input on the acquisition, installation, deployment & support of hardware and software for all AGLC end user computers and peripherals.

SKILLS/QUALIFICATIONS

- A minimum of a University Degree in Computer Science or related discipline
- A minimum of 7 years related experience, including a minimum of 2 years of supervisory experience in an IT customer service environment

In addition to your resume, please include a cover letter in your application demonstrating your education and experience. Your cover letter will assist in the screening process, and should provide information that clearly and concisely demonstrates how your qualifications meet the advertised requirements.

NOTE: An equivalent combination of education and experience may be considered. Candidates with lesser qualifications may be considered at a lower classification and salary. This recruitment may be used to fill future vacancies.

Career Opportunity

NOTE: To be eligible to work for AGLC, you must be a Canadian citizen, permanent resident or eligible to work in Canada. We offer a comprehensive range of benefits. As a condition of employment you will be required to obtain a satisfactory security clearance and clean drivers abstract (if necessary) prior to employment. While we appreciate all applications we receive, we advise that only candidates under consideration will be contacted. AGLC is committed to creating a diverse environment and is proud to be an equal opportunity employer.

To learn more about AGLC and to view the complete job posting, please visit our website aglc.ca

ABOUT THE DIVISION and BRANCH

Information Technology Division

This Division provides the computer systems and information technology services that support the AGLC's businesses.

Infrastructure and Operations:

Manages a secure network of computers, printers and servers and storage in all corporate offices, liquor warehouses and gaming facilities, as well as all of the telecommunications services for AGLC. This branch also provides Service Desk, Desktop Support, Asset Management and ITSM services to the AGLC

When applying for a competition, please submit a cover letter and resume (either in word or pdf format). Please name your documents using your first and last name along with the competition number. For example: John Smith Competition Number 19-121

AGLC - Human Resources
50 Corriveau Avenue
St. Albert, AB T8N 3T5
Fax: 780-447-8918
E-mail: hr@aglc.ca