



## VOLKER STEVIN POSITION PROFILE

<b>Position:</b>	<b>Intermediate Support Analyst</b>	<b>Status:</b>	Full Time - Salary
<b>Company:</b>	Volker Stevin Canada	<b>Location:</b>	Main Office – Calgary, AB
<b>Division:</b>	Information Technology (IT)	<b>Supervisor:</b>	Corporate Manager, IT
<b>Is this Safety Sensitive position?</b>		<b>No</b>	

**Volker Stevin Canada and its subsidiaries** across **Western Canada** are dedicated to providing the highest level of quality services in the areas of: construction, project management, highway maintenance, civil works and bridge construction, maintenance and rehabilitation expertise, and asphalt/aggregate plants and pits.

In anticipation of our client’s needs, we strive to build and maintain long term relationships based on safety, quality, value, trust, and timely service. In addition to upholding professionalism, integrity, honesty, and fairness in our relationships with our clients, professional associates, subcontractors, and suppliers we ensure the longevity of the Company while sustaining growth and profitability.

Holding a moral obligation to a safe, environmentally responsible work environment we model safety excellence as our way of life – where individual professional growth is the foundation for company growth. Our culture of building and maintaining successful partnerships instills confidence in achieving both employee and client goals.

### Position Rationale

The **Intermediate Support Analyst**, under the direction of the Senior Support Analyst, provides support with the company’s server and network infrastructure. This role assists with the effective provisioning, installation, configuration, operation, and maintenance of systems hardware and software, as well as related infrastructure. Participating in technical research and development will enable continuous innovation within the infrastructure thereby ensuring that systems hardware, operating systems, software systems, and related procedures adhere to organizational values, policies, and procedures. This role also provides support to our Service Desk Technician.

This position exists too:

- Provide second tier service desk support. This would encompass end user devices (desktops, laptops, smart phones, etc.), network and multifunctional printing devices, desktop applications, and branch to branch networking. This includes both on-site and remote support of all Volker Stevin Canada companies.
- Support incident and problem escalation to the appropriate people as needed.
- Assist the Senior Support Analyst with new implementations, process development and procedures for ongoing management of the network/server infrastructure.

### Position Accountabilities

Strategic Planning:

- Act as a project lead in the design and review of desktop standards (software and hardware).
- Participate in key process improvements as they relate to Information Technology infrastructure.



	<ul style="list-style-type: none"> <li>• Work with business application and database administrative functions to ensure the availability, reliability, and scalability of Information Technology infrastructure meets business demands.</li> <li>• Assist in the implementation of policies, procedures, and technologies to ensure network, application and data security.</li> </ul>
Acquisition & Development:	
	<ul style="list-style-type: none"> <li>• Conduct research on tools (imaging, patching, remote takeover, etc.) in support of Volker’s desktop environment.</li> <li>• Develop business cases to support the purchase of required tools.</li> </ul>
Operational Management:	
	<ul style="list-style-type: none"> <li>• Serve as the second tier for desktop support and ensure timely resolution of requests, how to’s, incidents and problems as per Volker Stevin’s various service level agreements.</li> <li>• Act as the liaison between the services desk and the third tier support.</li> <li>• Participate in network and server upgrades, maintenance fixes, and vendor-supplied patching under the guidance of the Senior Support Analyst.</li> <li>• Monitor and test system performance and provide performance statistics and reports.</li> <li>• Create shell scripts as required.</li> <li>• Support enterprise directory service requests as per standards.</li> <li>• Define and implement strategies for integrating disparate operating environments.</li> <li>• Provide feedback and recommendations to improve efficiency, reliability, and performance of Volker’s IT infrastructure.</li> <li>• Develop and maintain training materials and documentation in support of the desktop, tablets, smart phones, and associated applications.</li> <li>• Work with the Service Desk in the development and deployment of end-user knowledge base, how to’s, and other training material.</li> </ul>
Customer Service	
	<ul style="list-style-type: none"> <li>• Clearly understand who the internal/external customers of the Volker Stevin Group of Companies are.</li> <li>• Represent Volker Stevin in a professional, helpful and confidential demeanor at all times.</li> <li>• Demonstrate a “can do”, “problem solving” approach to all inquiries and concerns.</li> <li>• Be available on a rotational basis for on-call 24/7 support.</li> </ul>
Work Environment / Conditions:	
	<ul style="list-style-type: none"> <li>• Core Business Hours of operation are Monday to Friday from 08:00 AM to 05:00 PM,</li> <li>• Office work environment</li> <li>• Fast paced work environment</li> </ul>
Safety:	
	<ul style="list-style-type: none"> <li>• Actively engage in Volker Stevin Canada’s safety culture.</li> <li>• Engage senior management on an ongoing basis regarding safety activities and successes.</li> <li>• Remain visibly committed to the safety excellence way of life by:                         <ul style="list-style-type: none"> <li>○ Participating in all relevant safety training.</li> <li>○ Providing positive recognition of safety as a way of life</li> </ul> </li> </ul>





**Position Requirements**

**Qualifications & Experience:**

- At least five years of work experience in the field of IT
- College Diploma or University Degree in the field of business administration, computer science, or management information systems (or a related discipline/equivalent experience).
- Working towards certifications in Microsoft Certified Solutions Expert (MCSE), Cisco Certified Network Administrator (CCNA) and Microsoft Office 365, Windows 10 certification (MCSA), Windows Server platforms (MCSE), Microsoft Azure Foundations and Infrastructure, and experience using Microsoft PowerShell.
- Information Technology Infrastructure Library (ITIL) foundation certified.
- Experience with performance tuning and monitoring tools for Windows and Microsoft environments.
- Business process and reengineering experience as well as an understanding of the relationship between process and policies.
- Experience communicating during high pressure incidents.
- Proven knowledge of systems development life cycle methodologies.
- Entry level project management skills.
- Working technical knowledge of:
  - Microsoft Directory Services, Microsoft SQL Server 2017, and Citrix Workspace.
  - Cisco & Meraki switches, routers, access points, firewalls and unified communication server.
  - Functional knowledge of Microsoft databases, TSQL, and SQL reporting services.
  - Azure Active Directory, syncing technologies, Multi-factor Authentication systems (DUO).
  - Microsoft Exchange Online, SharePoint Online, Teams and managing these in a tenant space.
  - Comfortable with most backup and restore operations at a file and folder level.