



This moment brought to you by  
**MARINE ATLANTIC**

At Marine Atlantic, we need people like you to create moments like this.

## Systems Support Analyst

At Marine Atlantic, we do so much more than get people from point A to point B. Whether it's reunions, long-awaited trips home, or the start of a new adventure, we bring people together. We couldn't bring people together every day without our own dedicated employees. Our employees embody our core values; they are safety oriented team-players who exhibit integrity and commitment, and always strive for excellence. Their understanding and commitment to our values make our employees an invaluable part of our organization.

Marine Atlantic is looking for a **Systems Support Analyst** to join our team. This role is part of the IT Operations Division within the Information Technology / Information Management Department. The work location for this position is Port aux Basques, NL

The IT/IM Division is critical for ensuring that the necessary systems, infrastructure and support are available to enable the day to day operation of all other functional areas of Marine Atlantic.

The Systems Support Analyst reports directly to Sr. Service Desk Supervisor and works to align IT systems and infrastructure to support the strategic objectives of internal business departments and the company as a whole. The role offers direction, co-ordination, and management of external IT consultants as well as co-ordinates, supports, implements, and maintains internal infrastructure, applications, and business system sourcing.



Marine Atlantic  
Marine Atlantique

Canada

[marineatlantic.ca/hiringnow](http://marineatlantic.ca/hiringnow)

## **Additional Key Areas of Responsibility**

- Provide tier 1 and 2 technical support to the business.
- Respond to telephone calls, emails, and requests for ticket routing & escalations.
- Assist team members in responding to more complex escalated inquiries.
- Project management activities including co-ordination, scheduling, and risk and change management for business IT projects and initiatives.
- IT system sourcing, development, implementation, integration, enhancement, and maintenance.
- Produce and maintain production and coordination of relevant end-user documentation/training of technology usage.
- Ensure a smooth delivery of services and communication of technology issues to the entire user community.
- Provide training to new hires.
- Assist in the accomplishment of company objectives by performing other related duties as required.
- Promote a safe working environment.

## **What qualifications do I need to be considered for this opportunity?**

### **Education**

A degree/diploma from a recognized university/college in an IT related field

### **OR**

A combination of equivalent education, job-related training, and experience in a related position.

### **Qualifications**

- Customer focused with experience in Customer/Client Support organizations and processes.
- Project and Time Management Skills.
- Ability to work effectively in a team based environment.
- Sound communication skills and experience working alongside other IT and business management professionals.
- Detail oriented, well organized, and a demonstrated ability to function effectively with a high degree of interdependence and autonomy.
- Ability to manage and/or coordinate projects, respecting all deadlines.
- Broad technical and application knowledge to provide advice and assistance to support staff and vendors involved in problem resolution.
- Sound written and oral communication skills, including the ability to effectively communicate complex information to individuals at all levels, internal and external to the organization.



## Asset Qualifications

- Knowledge of ITIL/ITSM and other industry standard IT support related frameworks.

## Why work for the Marine Atlantic team?

As part of the Marine Atlantic team, you will participate in a variety of ongoing training programs and development opportunities to navigate your career and chart your course for success. We provide a positive and inclusive work culture that is dedicated to creating an environment which promotes employee growth, career development, and job satisfaction. Some benefits of working with Marine Atlantic include competitive salaries, defined benefit pension plan, comprehensive health benefit packages, and professional development opportunities. Come experience the pride of working with an organization with newly constructed and revitalized infrastructure that has positioned itself for the future.

## How do I become a part of the team?

If you meet the listed qualifications, are interested in this opportunity and exemplify our core values, please apply online before **4 pm (Atlantic Time) on 01 March 2019**.

**All applicants must apply online:**

[www.marineatlantic.ca/hiringnow](http://www.marineatlantic.ca/hiringnow)

For your application to be considered, all questions must be completed.

## Additional Information

Marine Atlantic is a Federal Crown Corporation that provides a vital ferry service link between Newfoundland and Labrador and mainland Canada.

At Marine Atlantic, we are dedicated to building and fostering an inclusive and diverse environment, where all employees and customers feel welcomed, valued, and respected.

Marine Atlantic invites applications from all qualified candidates and hires on the basis of merit. We are committed to the principles of equitable employment for all and strongly encourage applications from Women, Indigenous People, Persons with Disabilities, Visible Minorities and persons of any sexual orientation or gender identity and expression. If you are a member of one of these groups, we invite you to self-identify on your application, cover letter or resume.

To receive this job poster in an alternative format or to discuss alternate ways of completing the online application, please contact the Marine Atlantic Human Resources Department ([recruiting@marine-atlantic.ca](mailto:recruiting@marine-atlantic.ca)).



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