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**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 diverse, 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 currently looking for a **Systems Support Analyst** to work with our Information Technology/Information Management Department located in Port aux Basques, NL.

Marine Atlantic is committed to a diverse, equitable and inclusive workplace. Preference may be given to members of the following under-represented groups: women, Indigenous Peoples, persons with disabilities, visible minorities and 2SLGBTQIA+ community members. If you are a member of one or more of these groups, please state to which group(s) you identify in your application.

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 IT Operations Supervisor and works to align IT systems and infrastructure to support the strategic objectives of internal business departments and the company as a whole. This role's



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

primary focus will involve supporting Marine Atlantic's IT Security infrastructure which includes, but is not limited to, CCTV and access control for all vessel and shore locations.

The role also 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.

### **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 and Experience**

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.

#### **Additional 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.



### **Additional Qualifications continued:**

- 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.

**Salary:** \$53,314.13 - \$59,983.04

### **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 06 December 2021**.

### **All applicants must apply online:**

[APPLY ONLINE](#)

### **Note**

- Marine Atlantic recognizes the importance of vaccination to reduce the risk of spreading COVID-19 while continuing to provide an essential service to the province of Newfoundland and Labrador. All employees are required to follow Marine Atlantic Covid-19 protocols. As mandated by the Government of Canada, all employees, including new hires, are required to be fully vaccinated for COVID-19, unless a reasonable



accommodation is requested and authorized based on one of the prohibited grounds of discrimination as defined by the Canadian Human Rights Act. As part of the recruitment process, proof of vaccination for COVID-19 will be required or the necessary documentation to provide an approved accommodation.

### **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 Peoples, persons with disabilities, visible minorities and 2SLGBTQIA+ community members. If you are a member of one or more of these groups, please state to which group(s) you identify in your cover letter, resume or application.

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, in confidence, at [recruiting@marine-atlantic.ca](mailto:recruiting@marine-atlantic.ca).

We are committed to providing an inclusive and barrier-free work environment, starting with the recruitment process. If you need to be accommodated during any phase of the evaluation process, contact the Marine Atlantic Human Resources Department, in confidence, at [recruiting@marine-atlantic.ca](mailto:recruiting@marine-atlantic.ca).

