



IT Support Analyst

IT Services

Professional Staff Group

Contract – until February 2024

Classification: Band D

Salary Rate: \$53, 215 - \$65, 013 (Based on 37.5 hours per week)

Overview

Reporting to Manager, IT Services, the IT Support Analyst provides support to the IT project and operations teams to help complete projects successfully. They will develop and deliver a series of communication initiatives to promote and support the effectiveness of IT programs and services. They will provide technical support to operational teams occasionally where required.

Key Responsibilities

- **Project Support:** Supports IT project teams in the delivery of projects. Provides technical assistance and training to users. Assists with project documentation, project tracking and reporting and project change management.
- **IT Communications Support:** Develops and delivers communication campaigns to support IT initiatives. Develops communication material including technical documents and guides, instructional content, video content, and infographics/posters. Plans and executes communication delivery using multiple approaches including in-person, digital signage, social media, physical documents and others.
- **Operations Support:** Provides backup and assistance for technical support teams as required

Qualifications

- Bachelor's degree with experience as a facilitator/instructor.
- Two to three years experience in related position required.
- Experience supporting Microsoft Windows & Apple MacOS operating systems, Office Productivity Suites (Windows/Mac), mobile devices such as Android phones/tablets, iPhones/iPods/iPads and be able to learn quickly how to operate and integrate new devices and software applications.
- Knowledge and experience supporting learning course management systems (Moodle) in a college or university setting.
- Possess excellent organizational, communication and customer service skills with strong attention to detail and a proven track record of meeting deadlines and service level objectives.

Application Instructions

Closing deadline to submit applications is 5pm on Friday, November 3, 2023. To apply please submit a letter of application and a resume in confidence to **Human Resources, StFX University** at careers@stfx.ca. Only those selected for an interview will be contacted.

St. Francis Xavier University is located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq People.

Our institution is committed to upholding the values of equity, diversity, inclusion and accessibility. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including Indigenous persons (especially Mi'kmaq), racialized persons (especially African Nova Scotians), persons with disabilities, those who

identify as women and/or 2SLGBTQIA+ and any others who would contribute to the diversity of our community. Please note that all qualified candidates are encouraged to apply; however, applications from Canadians and permanent residents will be given priority.

We are also committed to the elimination of barriers to participation for persons with disabilities. Should you require an accommodation during the recruitment process, please contact Human Resources at hr@stfx.ca or 902-867-5038.

Rewards

StFX employees work in an open and challenging environment with other members of our dedicated faculty and staff. Employees join the Xaverian community on our beautiful campus and have the opportunity to contribute to everyday Xaverian life and help foster inclusivity and sense of closeness that embodies the Xaverian community. In addition to a starting salary commensurate with qualifications and experience, we offer a comprehensive benefits package, and employees participate in the university's pension plan. Other benefits include paid vacation and holidays (including university winter break), and tuition discounts for employees/dependants.

StFX is committed to supporting the well-being of the whole person through a comprehensive effort that includes key elements of a healthy workplace: physical environment, healthy lifestyles, mental health, and workplace culture. Various wellness resources are available to employees and eligible family members including an Employee and Family Assistance Program.

IT Services encourages and supports your growth (technical and leadership) through formal training, professional development, and mentorship. We offer remote or hybrid work where possible and promote work/life balance.

About St. Francis Xavier University

Established in 1853, St. Francis Xavier University (StFX) is consistently recognized as one of the best universities in Canada. StFX exceeds the needs of today's undergraduates through providing the very best academic experience -- outstanding teaching, exceptional hands-on research opportunities, and global exchanges -- all within Canada's most vibrant and inspiring residential campus. Here, the focus is on the academic and the personal development of every student, making community and social engagement a large part of the learning experience. Our students are academically strong and highly engaged in every aspect of life, determined to make a positive impact on the world.

In 2022, Maclean's annual university rankings put StFX #1 in student satisfaction and #2 in reputation across Canada in the primarily undergraduate category. For more, visit www.stfx.ca

About Antigonish, Nova Scotia

The beautiful and historic town of Antigonish is located within the northeastern corner of Nova Scotia. Only a 15-minute drive from the ocean and a two-hour drive to major urban centres, Antigonish is a family-friendly community with a diverse and growing population and provides access to excellent education at all levels. The town is surrounded by rolling countryside and beautiful beaches and is a hotspot for outdoor recreation, sports and other active lifestyle activities. Antigonish supports a vibrant culture in the arts with music, performing arts, visual arts and crafts, and fabulous festivals happening throughout the year.

For more information visit www.townofantigonish.ca or www.visitantigonish.ca.