



HOCKEY CANADA



JOB POSTING

POSITION: COORDINATOR, HELP DESK

EMPLOYEE: Vacant

REPORTS TO: Manager, Information Technology

LOCATION: OTTAWA

STATUS: Full Time

DATE: 2014

THE ORGANIZATION:

World sports leaders, Hockey Canada is the governing body for hockey in Canada and a member of the International Ice Hockey Federation (IIHF), with a membership through its 13 provincial branch associations of over 700,000 players, coaches and officials. Hockey Canada is a not-for-profit organization that creates leading-edge hockey development programs for its members to deliver in communities across Canada, provides consistent rules and regulations and various other membership services from coast to coast, manages numerous regional, national and international hockey championships and events, and leads the operation of all teams that represent Canada in international hockey competition. Hockey Canada's mission is to "lead, develop and promote positive hockey experiences."

GENERAL RESPONSIBILITIES:

- Receive calls, emails, and voicemails directly from the Hockey Canada membership , as well as from Hockey Canada staff. Promptly answer, diagnose, troubleshoot, resolve where possible.
- Responsible to promptly answer, track, troubleshoot, and resolve system errors or failures where possible
- Contribute to the documentation processes on an on-going basis as well as other Help Desk processes determined by Management
- Provide a high level of Customer Service as well as Technical skills
- Helpdesk Troubleshooting

Technical Support for the office:

- Simple day-to-day technical functions
- Coordinate with contractors and IT staff to fix any major problems with the Hockey Canada internal network
- Maintain and upgrade to the Hockey Canada network of computers (Microsoft Windows Server 2003).

Training for users

- Provide ongoing training for users as necessary through online webinar sessions, in-person group sessions or by other means as determined by Management.

ESSENTIAL SKILLS:

- PC Operating systems: Windows XP, Windows 7
- Web browsers: Internet Explorer 7 or higher and Firefox
- Email system: Outlook 2002 or higher
- Software: Office 2002 or higher
- Basic SQL knowledge is an asset, but not required
- Intermediate knowledge of Intranet systems and capabilities
- Intermediate knowledge of computer networks and computer hardware
- Must have excellent troubleshooting skills in PC, web and Networking environment
- Must be a strong team player
- Must be flexible with regards to working hours (8-hour shifts M-F/weekends, alternating shifts)
- Related University/College education and at least 2 years practical experience.
- **Ability to clearly communicate verbally and written in both French and English**
- Minimal travel for training purposes may be required from time to time.

Qualified applicants are invited to submit their resume and salary expectations
by January 24, 2014 by 9:00 am (MST) to:

Manager, Human Resources
Hockey Canada
Suite 201, 151 Canada Olympic Road SW
Calgary, AB T3B 6B7
Fax: (403) 777-3635
E-mail: jobs@hockeycanada.ca