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ITSM/ITIL Administrator

About:

Federal Wireless Communications (FWC) and Williams Communication Services (WCS) is a dynamic; minority owned people-first essential service, providing communication solutions to a diverse portfolio of Public Safety clients from First Responders and Hospitals to Transit and Utilities. We believe that providing the best solution to our customers is just as critical as the reliability of the system infrastructure we design and implement.

Job Overview:

We are seeking an experienced Information Technology Service Management (ITSM) Administrator to facilitate all core modules: Service Desk, Change Management, Configuration Management, Release Management, and Asset Management.

Experience with Remedy and/or SysAid preferred.

Report to:

ITSM Manager

Duties and Responsibilities:

- Resolve and respond to customer issues.
- Create technical documentation around new and established processes and procedures.
- Responsible for the management of asset inventory in compliance with defined asset management processes
- Actively engage in project assignments including defining and leading project tasks and/or work packages to ensure adherence to budget, schedule, and scope of project
- Participate in the evaluation, design, and implementation of new systems that increase productivity or enhance overall business operations.
- Contribute to ITSM Knowledge Base
- Develop an enhanced understanding of IT processes and how they affect our customers.
- Seek to continuously improve operations.
- Identify and suggest process and system enhancements.
- Perform at a level that assists in attaining overall and team-level performance measures and goals.
- Stay apprised of service center knowledge and industry best practices.
- Consistently meet assigned project deadlines in an agile and rapidly moving environment
- Be available after hours for critical issue resolution.
- Other duties as required.

Skills and Qualifications:

5+ years of experience

ITIL version 4 basic certification required.

Excellent technical, diagnostic, and troubleshooting skills.

Excellent communication, motivational, and interpersonal skills

— A proud member of —



Working knowledge of incident, change, task management module
Applying coordination and collaboration skills in a work environment
Excellent interpersonal, time management and critical thinking

Job Type: Full- time

Benefits: Comprehensive benefits package