

## **JUNIOR IT ANALYST** **BEDFORD, NS**



Clearwater Seafoods is one of the world's largest vertically integrated seafood companies with over 1,900 employees in offices, plants and vessels across the globe. The Canadian company operates from ocean-to-plate, owning its own fishing licenses, vessels and processing facilities, while also providing delivery to its customers worldwide. Clearwater is recognized globally for its superior quality, food safety and diversity of premium wild-caught seafood, including scallops, lobster, langoustine, clams, whelk, shrimp and crabs.

Since its founding, Clearwater has invested in science, communities, people and technological innovation, as well as resource management to sustain and grow its seafood resource. This commitment has allowed the company to remain a leader in today's global seafood market and in sustainable seafood excellence.

In 2021, Clearwater was acquired by a partnership between Premium Brands and the Mi'kmaq Coalition, comprised of seven Mi'kmaq communities in Nova Scotia and Newfoundland. Today, Clearwater is proudly Indigenous-owned, committed to creating a sustainable seafood future for generations to come.

Clearwater's Bedford, NS, office requires a **Junior IT Analyst** for a four-month **Internship**.

### **Purpose of Position**

The Junior IT Analyst role is a great opportunity to get exposure to all areas within the department (Development, networking, security, ERP systems and analysis etc). In this role the incumbent will ensure proper computer operation so that end users can accomplish business tasks. This includes actively resolving end user help requests within established SLAs. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. User support and customer service on company supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action.

### **Reporting Structure**

- This position reports to: **Manager, Global Service Desk**

### **Major Responsibilities:**

- Work closely with the Service Desk Supervisor to meet problem resolution expectations and timeframes within Service Level Agreements (SLAs).
- Serve as the initial point of contact for resolution of desktop/laptop/network issues.
- Respond to requests for technical assistance in person, via phone or electronically in a timely manner
- Follow standard help desk procedures:
  - Log all help desk interactions in ticket tracking system
  - Diagnose and resolve technical hardware and software incidents and problems and always work towards root cause detection and elimination.
  - Research questions using available information resources
  - Route problems to appropriate resource
  - Identify and escalate situations requiring urgent attention
  - Advise user on appropriate action and document resolution
- Administer help desk software
- Prepare activity reports
- Stay current with system information, changes and updates

### **Key Behavioral Competencies:**

- Must be customer focused
- Excellent communication skills
- Excellent problem-solving skills
- Must be able to work with a team or independently
- Must have good attention to detail

### **Qualifications:**

- Must be enrolled in a relative IT Program – with emphasis on Technical skills
- Language preference: English

### **Working Conditions:**

- Environment: Office
- Dress Code: Business casual
- 37.5 hour work week

*Clearwater is committed to fostering an inclusive and equitable environment where diversity is valued as a cornerstone of excellence. We recognize that diverse voices strengthen our company by enhancing innovation, collaboration, and learning while enriching our organizational culture and strengthening our ability to serve our mission.*

*We encourage applications that reflect the diverse community that we serve, including but not limited to women, Indigenous peoples, racialized persons/visible minorities, persons with disabilities, members of the 2SLGBTQIA+ community, and others.*

*Clearwater is dedicated to ensuring a fair and accessible hiring process for all candidates. We encourage applicants to self-identify in their application if they require accommodation during the recruitment process.*

**Applicants are encouraged email their application to [CareersSetSail@clearwater.ca](mailto:CareersSetSail@clearwater.ca)**