



Employment Opportunity – Information Technology (IT) Support Analyst

- **Calgary, Alberta**

JOB DESCRIPTION

The United Food and Commercial Workers (UFCW) Local 401 is Alberta's largest private sector union representing 32,000 members working in diverse industries such as retail, food processing, beverage production, hospitality, gaming, healthcare and education. We are part of the 1.3-million-member United Food and Commercial Workers International Union, representing working people across North America.

Our growing local union is currently seeking an Information Technology Support Analyst based out of our Calgary Office. An IT Support Analyst should be prepared to provide support to our IT Director towards the planning, coordinating and scheduling of the delivery of support services in areas related to the technical infrastructure for our organization. The Support Analyst will be responsible to assist with the implementation of new hardware, software and network technologies as well as supporting existing environments on operating platforms used by UFCW Local 401.

This is a contract with a period of up to one (1) year with office hours and the possibility of extension.

The applicant must understand, and be committed to, union principles and values.

Applicants must have a valid Class 5 driver's license and a minimum of six (6) years of continuous driving experience, no major convictions, no more than three (3) minor convictions, and no claims/accidents in the last three (3) years. A driver's experience letter may be required. The successful candidate will need to travel, work occasionally on evenings and weekends, with some on call duties.

We offer a competitive compensation package with lots of opportunity for interesting and challenging work.

QUALIFICATIONS

- Experience configuring networking protocols, i.e., VLANs, BGP, TCP/IP, DHCP.
- Experience managing network security, including firewalls and VPNs.
- Experience troubleshooting issues with networking and hardware and resolve connectivity/functionality problems.
- Experience documenting and creating network configurations, procedures, and troubleshooting steps.

- Experience with Microsoft Windows environments and Suite required
- Experience with Microsoft 365 Management
- Excellent communication skills, both written and verbal is required
- Software programming fundamentals
- Hardware Virtualization fundamentals
- Operations or Technical Support Analyst experience: Storage, Server, AD, Exchange, Outlook, Wireless technologies, Microsoft Office, Windows operating systems.
- A commitment to union solidarity principles, equity, diversity, and inclusion as described in our Mission Statement <https://gounion.ca/your-union/mission/>.

ASSETS

- Education: College/CEGEP
- 5+ years of Network Admin experience installing, configuring, and troubleshooting network infrastructure (i.e., Ubiquiti, Linux).
- Active industry certifications (ITIL, MCSE, MCP, CCNA, A+ or other related certifications) would be an asset.
- Previous work with Labour Organizations
- Must be able to travel within Canada and the United States for conferences and training.
- Knowledge of unions and their internal administration and general challenges

REMUNERATION

Remuneration and terms and conditions of employment for this position are covered by a Collective Agreement with IAMAW.

ADDITIONAL INFORMATION

Please forward applications to UFCW Local 401 by email to jobapplication@ufcw401.ab.ca. Posting will remain open until a suitable candidate is found. Be sure to highlight any assets and qualifications that you will bring to this position.

Only candidates selected to be interviewed will be contacted, though we thank and appreciate all interested applicants.