



The **Library of Parliament** is a non-partisan organization providing stimulating and rewarding work. We recognize that our employees are our most important asset and, as such, we offer excellent benefits, a minimum of four weeks' vacation leave, learning opportunities to support professional and career development, competitive salaries, and more!

Our **Business Support Services (BSS)** provides support and services to the Library of Parliament in the areas of human resources, finance and materiel management, corporate planning, information technology, and publishing, editing and creative services.

We are currently looking for candidates to staff the following position: **Desktop Support and Telecommunications Specialist**.

The Desktop Support and Telecommunications Specialist provides tier-one and tier-two technical and telecommunications support. The incumbent also maintains the audio-visual Library Information Technology (IT) and telecommunications asset inventory in accordance with the approved practices of contract management.

## **Desktop Support and Telecommunications Specialist (2 positions)**

### **Information Technology Directorate Business Support Services**

#### **Anticipatory Staffing**

***Determinate / Acting / Assignment / Secondment Positions (one year)***

**MPA-1 (\$49,218 - \$64,686)**  
(Bilingual staffing – imperative: CBC/CBC)

**NOTE:** This selection process will also be used to establish a pool of prequalified candidates that could be used to staff determinate or indeterminate positions at the Library of Parliament requiring similar knowledge or competencies

**For the purposes of this selection process, the competencies listed in the attached Competency Profile will be evaluated.**

**The following knowledge criteria will also be evaluated:**

- Knowledge of the installation and configuration of and troubleshooting for personal computer software and hardware and peripherals
- Knowledge of the installation and configuration of and troubleshooting for personal computer operating systems (Windows 10, in particular)
- Knowledge of the architecture and configuration of and troubleshooting for local- and wide-area networks (Microsoft networks, in particular) and of concepts related to local- and wide-area networks
- Knowledge of IT help desk, desktop and client support, and IT security best practices
- Knowledge of video and audio equipment, including as related to conferencing, configuration and troubleshooting
- Knowledge of IT and telephony asset management practices, including IT life-cycle management
- Knowledge of customer service and business communications best practices

**To be considered you must have:**

- Successful completion of two years of post-secondary education in computer science, information technology or information management OR an acceptable combination of relevant education, training and/or experience
- Experience working with Microsoft Windows Server & operating systems
- Experience with desktop computer configurations
- Experience with desktop software installation, configuration and troubleshooting
- Experience triaging, prioritizing and resolving IT service-related issues, as well as troubleshooting incidents to meet established service-level commitments at the tier-one and tier-two levels
- Experience managing IT assets, disposals and equipment classification
- Experience in troubleshooting techniques and methods within an IT environment
- Strong communication, customer service and problem-solving skills

**Assets:**

- Knowledge of ITIL (Information Technology Infrastructure Library) practices
- Knowledge of Mac OS
- Knowledge of mobile and landline telephony architecture and troubleshooting
- ITIL certification



- Certification in network administration (e.g., Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Systems Engineer (MCSE) or A+ Certification)
- Microsoft 365 Certifications

**Candidates retained in this selection process will be required to obtain:**

- A successful second language evaluation (Bilingual staffing – imperative: CBC/CBC)
- A successful pre-employment screening

**Additional Information:**

- This selection process is open to the public and to employees of the Library of Parliament, the Senate, the House of Commons, the Office of the Senate Ethics Officer, the Office of the Conflict of Interest and Ethics Commissioner, the Parliamentary Protective Service, and the Office of the Parliamentary Budget Officer.
- This selection process will include a second-language evaluation and an interview and may include a post-interview written exam. The interview will consist of behavioural, situational and knowledge-based questions. Candidates will be required to pass each stage in order to move to the next stage of the selection process.
- Qualified candidates from this selection process may be considered for determinate or indeterminate positions at the Library of Parliament that require similar knowledge and/or competencies.
- Education and experience requirements will be used to determine which candidates will be asked to participate in the next stage of the selection process.
- Satisfactory references and proof of education are essential conditions of appointment.
- Travel and relocation expenses are the responsibility of the candidates.
- The Library of Parliament is committed to employment equity.
- Preference will be given to Canadian citizens and to permanent residents who are legally able to work in Canada. Applicants who have a valid work permit may also be considered.

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**Apply no later than 26 May 2019 – 11:59pm Eastern Time.**

To apply, please send us your curriculum vitae, along with a covering letter indicating how you meet each of the education and experience requirements of the position. Please quote **Staffing Process 19-LOP-38** in your documents and, if you apply by email, in the subject line of your email.  
Send us your application:

By email: [lopres@parl.gc.ca](mailto:lopres@parl.gc.ca)

By fax: 613-995-9582

By mail: 50 O'Connor Street  
Library of Parliament  
Human Resources Directorate  
Ottawa, ON K1A 0A9

Questions? Contact Human Resources at 613-797-9238 or [lopres@parl.gc.ca](mailto:lopres@parl.gc.ca).

**We thank all those who apply. Please note that only those selected for further consideration will be contacted.**