



Job: Desktop Support Analyst – Job Code 2010.6

Location: Vancouver, Canada

Objective

Baja Mining Corporation's Information Technology department has a great opportunity for a Desktop Support Analyst.

Reporting to the Technical Project Manager, the Desktop Support Analyst will be responsible for providing desktop support, working in a predominately MS Windows environment. This position will provide support to all users on Windows Platform and desktop application-related issues. The role involves Helpdesk administration, desk side support, providing documentation, and implementing new products.

Key Duties & Responsibilities (include, but not limited to)

- Monitor trouble ticket queues for issues and respond promptly to them.
- Perform troubleshooting and investigation of technical issues as escalated from remote offices or the mine site.
- Identify trends or issues within the production computing environment and work with product engineers, Microsoft, and other vendors to resolve them.
- Perform change management duties, including creation, execution and validation of production changes.
- Provide support for senior executives.
- Deployment and management of security patches.
- Maintain and distribute the core Windows build.
- Maintain and monitor overall PC health.
- Support the software distribution and management processes, including packaging of applications and troubleshooting of software installation issues.
- Test new and changed components being introduced into the Windows environment
- Participate in the engineering and deployment of global products.
- Develop scripts and other forms of automation as necessary to efficiently solve problems within the enterprise desktop computing space.

Key Requirements

- Microsoft Certified or working towards certification in MCSE; MOS or MCDST.
- Minimum three years operating as a Windows desktop support specialist
- Previous experience in a mining environment would be an asset.
- Knowledge of virtualization technologies: VMware Vsphere, View 4 and MS TS.
- Background in Enterprise management and experience working with SMS, DFS, Active Directory.
- Application Packaging using Windows Installer (.MSI) and SMS Installer.
- Strong knowledge and proficiency in providing support and troubleshooting of either the Windows operating system and/or desktop applications.
- Windows Desktop and Server operating systems:
 - Networking issues – (DNS, DHCP)
 - An understanding of Active Directory (GPO, OU, Groups)
- Desktop applications:
 - Microsoft Office products, including Outlook, Word, Excel (including formula use, macro/VBA), PowerPoint, Visio, and MS Office plugins.
 - Internet Explorer and Mozilla Firefox. This includes knowledge of web development standards and protocols, experience with troubleshooting cross-browser compatibility issues, and experience with TCP/IP commands/ports.
 - Adobe Acrobat

- Task automation using scripting languages PowerShell, Visual Basic, VB Script, Perl or equivalent.
- Proficiency in creating documentation for end users and support personnel
- Strong verbal and written communication skills
- Self-starter with experience working in a project team environment
- Proven customer service skills.
- Proficiency in creating documentation for end users and support personnel.
- Organized and able to manage multiple and shifting priorities.
- Self-starter who takes initiative and explores options, with experience working in a project team.

How to Apply

If you are interested in this job opportunity, please apply with resume and cover letter to careers@bajamining.com, stating **Job Code 2010.6** in the subject line of the email.