Employment Type:	Full-time
Title:	**Service Desk Analyst**
Location:	Calgary, Alberta
Reports To:	Manager, Information Technology
Start Date:	Immediate

Bellatrix Exploration Ltd. is an intermediate oil and gas company operating in Western Canada's Sedimentary Basin. The Company focuses on providing sustained shareholder growth in value while operating with integrity and conducting operations in a safe and environmentally responsible manner. Bellatrix is publicly listed on the Toronto Stock Exchange and New York Stock Exchange under the stock symbol BXE.

The key to the Company's success is our people. Through them we have leadership, dedication, vision and strategy. Bellatrix's **STAR** values of **S**afety, **T**eamwork & Collaboration, **A**ccountability and **R**esults guide us toward our common goal of achieving value through a culture of focused innovation.

Service Desk Analyst:

The Service Desk Analyst's role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop and mobile computing environment. This includes installing, diagnosing, repairing, maintaining and upgrading PC hardware and equipment to ensure optimal workstation performance and application. The person will also troubleshoot problem areas (in person, by telephone, or via email) in a timely and accurate fashion and provide end-user assistance where required.

Primary Responsibilities:

- Install, diagnose, repair, maintain, and upgrade PC hardware and equipment to ensure optimal performance.
- Install, troubleshoot, document, and support applications within the supported portfolio.
- Troubleshoot problem areas (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required.
- Build solid business relationships to help foster an ongoing communication bridge between IT and the business.
- Assist in developing long-term strategies and capacity planning for meeting future end user computing needs.
- Monthly patching completed outside of regular business hours.
- Conduct research on desktop products in support of PC procurement and development efforts. Evaluate and recommend products for purchase.
- Develop and maintain vendor relationships.
- Provide status updates to the department lead and end users.
- Participate in incident response protocols.
- Stewardship of compliance through ServiceNow, including access management and change management.
- Oversee company operational mobility and make recommendation to optimize costs and increase service, including hardware upgrades, roaming, and data plans.

- Operate MDM solutions and configure packages in conjunction with Security and Infrastructure teams to ensure secure and effective mobility operations.
- Enterprise wide print management.
- Leverage internal tools to build PC images and facilitate software deployment.
- Connect users to networks and train on hardware and applications.
- Support, install, repair and conduct preventive maintenance of PC and mobility devices.
- Troubleshoot software and hardware failures and determine network problems.
- Install hardware and peripheral components like disk drives, printers, keyboards and monitors.
- Load software packages such as networking components, operating systems and office applications.
- Coordinate with other IT groups for changes, maintenance windows, and outages.
- Diagnose and resolve incidents using documented procedures to perform responsibilities.
- Log all calls in Service Now, contribute to the Knowledge Base and Service Catalogue.
- Ensure Service SLA's are met.
- Participate in continual improvement initiatives.
- Receive and prioritize issues, while following escalation procedures.
- Collaborate with the Senior Service Desk Analyst on a day-to-day basis.

Qualifications:

- Five (5) or more years of experience in an end-user support role, both on premise and remote.
- Excellent problem solving skills, people skills, and verbal and written communication skills.
- Excellent PC, laptop and peripheral hardware skills.
- Strong understanding of Windows desktop operating systems; primarily Windows.
- Must be disciplined to use tracking, ticketing and measurement tools with accuracy.
- Experience in a fast paced environment with the ability to prioritize and communicate expectations.
- Must have strong analytical, reporting and decision making skills
- Strong understanding of mobility and mobility management.
- Good understanding of network concepts and protocols such as TCP/IP, DNS, DHCP, routing, switching, and firewalls.
- Ability to work with vendors and other service providers in problem resolution or escalation.
- Experience with Microsoft Active Directory; ability to add and remove users and rights.
- Experience with computer imaging and software deployment.
- Experience with technical writing skills for creating and updating processes and procedures.
- Experience with CSOX and SOX compliance for a publicly traded company.
- Technical certification or equivalent (A+ or MCP) or completion of relevant coursework.
- ITIL v3 Foundation.

Working Environment:

Office Environment, 8:00AM – 4:30PM, Monday to Friday, Downtown Calgary. Dress Code is "business casual". Monthly trip to field offices with the possibility of an overnight stay and monthly patching outside regular business hours required.

To Apply:

Please apply online at http://www.bxe.com/careers/career-opportunities.cfm and submit a cover letter and resume through the application portal. All applications will be treated with the highest level of discretion.

<u>Resumes that are faxed or dropped off will not be considered.</u>

Bellatrix Exploration Ltd. thanks all candidates for their interest.
Only those selected for an interview will be contacted.

NO PHONE CALLS PLEASE. NO RECRUITMENT FIRMS PLEASE