



# ARMOUR GROUP

ESTABLISHED 1972

## IT Helpdesk Analyst

**Problem solver. Strategic thinker. Detail oriented.**

**Does this sound like you? If so, this position may be for you.**

The Armour Group Limited is one of the leading hospitality, development, and construction companies in Atlantic Canada. With its dedicated team of professionals, The Armour Group Limited continues a proud history of creating a sense of place in Nova Scotia – carefully designing, developing, constructing and operating some of our region’s most iconic buildings. With more than 50 years of history locally, this family-owned firm remains committed to a principled approach to development, ensuring that our buildings are environmentally sustainable and integrated into the communities they serve. If you share our values and would like to work with skilled professionals, Armour is presently seeking an **IT Help Desk Analyst** to join our growing team from our downtown Halifax location.

Reporting to the IT Systems Manager, the IT Help Desk Analyst will provide support to the IT Team and all employees across the organization.

### **As IT Help Desk Analyst, you will:**

- Manage the processing of incoming tickets and incidents to the Help Desk to ensure courteous, timely and effective resolution;
- Effectively troubleshoot and resolve user technical issues;
- Responsible for the procurement, setup and provision of new or replacement hardware for staff including cell phones;
- Maintain IT inventory database;
- Working with Microsoft 365 platforms to provision and manage users;
- Participate in development and deployment of training materials;
- Participate in IT on-call rotation;
- Participating in the development and implementation of IT strategies across the organization;
- Offering advice to IT systems users on how to improve their work processes;
- Investigating and compiling needs expressed by various departments;
- Evaluate IT solutions to foster increased productivity and efficiency;
- Ensuring and monitoring the quality and operation of IT products and services; and
- Evaluating the costs of IT systems and their optimization.

### **What we’re looking for:**

- University degree or technical diploma with a focus in Information Technology
- Working knowledge of MS Office Products

- Strong analytical skills with a high attention to detail
- A commitment to confidentiality
- Effective organizational and time management skills with a focus on achieving deadlines
- Ability to travel to worksites as required.
- Collaborative skills need to work in a team environment.

**What's in it for you?**

- Comprehensive Health and Dental Benefits
- 2:1 Employer matched RRSP's
- Paid vacation days
- Paid sick days
- Employee Assistance Program
- Continuing education support
- Discounts at selected Queens Marque restaurants
- On-site fitness facilities
- Opportunity for internal career growth
- Working along side a collaborative team of likeminded individuals

The Armour Group Limited is a family business valuing a commitment to excellence, high performance, accountability, integrity, and teamwork. We are looking for diligent people to join our team who share our values, work ethic and passion for building community. We offer RRSP's, extended health benefits, and a bonus potential.

Qualified applicants are invited to submit their resume and cover letter to [hr@armourgroup.com](mailto:hr@armourgroup.com). The Armour Group Limited is an equal opportunity employer. While we thank all applicants, only those selected for an interview will be contacted.