

Locally Engaged Information Technology Professional (LEITP)

Position title: Locally Engaged Information Technology Professional (LEITP)

Appointment Process No: 2020-C31-LE07

Term Type: Term/Indeterminate

Term Details: This position is a Locally Engaged Staff (LES) position, subject to the Terms and Conditions of Employment for LES in Pakistan

Department: Global Affairs Canada, High Commission of Canada to Pakistan

Number of Vacancies: 1

Classification: Locally Engaged Staff, level 7

Starting salary: 2,220,961 PKR per annum

Benefits: medical/dental and pension plan, 37.5 hours of work per week with vacation and sick leave entitlements. Great work-life balance opportunity!

Close date: December 06, 2020

Summary of Duties

Under the supervision of the Foreign Service Information Technology Professional, the Locally Engaged Information Technology Professional (LEITP) performs the following duties, as assigned:

- Provides problem resolution and technical support to the client community at the mission in the daily use of information management (IM) and information technology (IT) Systems;
- Provides technical advice and coaching to users, coordinates the development of training plans to facilitate the exchange of knowledge, and increase the effective and efficient use of the Mission's various IM and IT Systems;
- Provides remote problem resolution and technical support on the daily use of IM and IT systems, to the client community in one or more micro/small mission sites, or to a remote venue being used in support of high-level visits, or mission program delivery, i.e. G-8, APEC; Trade show, etc.;
- Analyses information technology and information management needs at the mission and plans and provides technical and operational support for IM and IT Systems and their environment;
- Maintains a good understanding of content and location of manufacturers' literature, departmental informatics and IM policies and procedures, LAN documentation, network diagrams, network server(s) configurations, hardware/software specifications and technical guides, workstation diagrams and configuration documentation, telephony-related documentation;
- Performs other related duties.

Area of Selection/Eligibility

This vacancy is open to all external applicants residing to Pakistan and to all mission employees occupying an indeterminate or term position, including emergency employees. Before an offer of employment can be made, candidates must provide a local address as proof of residence in the country.

Candidates must have a valid work authorization covering the entire employment period. If the employment is indeterminate, the work authorization must be permanent or itself lead to a permanent work authorization. The High Commission of Canada in Pakistan does not sponsor work authorizations directly or indirectly.

The Government of Canada is an equal opportunity employer and welcomes applications from diverse candidates from across the community. Candidates will be considered on merit regardless of ethnic origin, religious beliefs, gender, age, sexual orientation or disability.

The Government of Canada offers an inclusive workplace where respect, teamwork, and collaboration are part of the organizational culture.

Canada's missions abroad are committed to promoting and supporting an environment free from harassment and discrimination, as well as encouraging and supporting employees to learn and develop their skills and competencies.

Essential Qualifications

Candidates will initially be screened against the essential qualifications relating to education, experience and language. Candidates must clearly demonstrate in their cover letter and resume how they meet each of these essential qualifications (see section "How to Apply" for specific instruction on the format of the cover letter and on how to apply).

Education:

- Masters' degree in Information Technology (IT)

Languages:

- Fluency in English and Urdu (reading, writing and speaking)

Experience:

The candidate must have at least 5 years of experience:

- Providing client service;
- Providing in person or remote problem resolution and technical support to the clients on the daily use of IM and IT Systems;
- Providing technical advice, training and coaching to users, coordinates the development of training plans to facilitate the exchange of knowledge, and increase the effective and efficient use of the various IM and IT Systems;
- Supporting events and high level visits from an IM and IT perspective; Coordinating logistics and arrangements for IM/IT equipment for events and high-level visits;
- Analysing information technology and information management needs for an organization;
- Planning the maintenance, upgrade and providing technical and operational support for IM and IT Systems and their environment;
- Experience in supporting and administering a LAN and its environment.

Rated Requirements

Candidates who meet the Education and Experience requirements will be assessed on the following rated qualifications. Methods of assessment may include, but are not limited to, a written examination, an oral interview, role-play, practical tests, presentations and/or reference checks.

Knowledge of:

- Thorough knowledge and understanding of components and capabilities of microcomputer systems, Windows Server 2010 and Windows 7;
- Knowledge of file management and directory structures;
- Good understanding of the concepts of Windows architecture, security and commands;
- Good understanding of networking, LAN architectures and LAN network tools;
- Good knowledge and understanding of Windows applications; e.g. printer sharing, routing, and client/server applications;
- Knowledge of Backup methodology;
- Knowledge of WANs, and telecommunications;
- Knowledge of UTP cabling standards and installation practises;
- Knowledge of mobile communications devices including laptops, Blackberry and iPads;

- Knowledge of contents and locations of manufacturers' literature, departmental informatics and IM policies and procedures, LAN documentation, network diagrams, network server(s) configurations, hardware/software specifications and technical guides, workstation diagrams and configuration documentation, telephony-related documentation.

Abilities to:

- effectively engage in written, and oral communications in English and Urdu as well as proficient reading skills in both languages;
- analyze information and make recommendations;
- prepare written correspondence and analytical reports.

Competencies:

- demonstrating integrity and respect;
- thinking things through;
- working effectively with others (e.g., working relationships with others and teamwork); and
- showing initiative and being action-oriented;
- adaptability and flexibility;
- client service and interpersonal skills; and,
- planning and organizing skills.

Selection Process

All applications will be carefully reviewed against the essential qualifications and the rated requirements of the job.

Candidates screened in will be called for further assessment, including a personal interview with a series of questions designed to each applicant's knowledge, abilities and competencies for the post. In addition, test may be conducted to assist the selection board in assessing the applicant's qualifications, skills and language ability. Reference verifications shall be conducted as part of the hiring process.

Operational Requirements and Condition of Employment

1. The appointment of the successful candidate will be subject to a Reliability Check (RC), obtained by the management. To conduct a RC, the candidate will have to submit the following documents on being selected by the mission:
 - police Clearance Certificate (Character Certificate);
 - letter of recognition from your bank, stating your name, years of client service and your address;
 - professional and educational certificates and mark sheets (i.e. academic transcripts);
 - Professional affiliations.
2. The selected candidate must be available to work overtime and travel as and when required.
3. Candidates must have a valid work authorization to work in Pakistan covering the entire employment period. If the employment is indeterminate, the work authorization should be permanent or lead to a permanent work authorization.
4. Before an offer of employment can be made, candidates must provide a local address as proof of residence in Pakistan so that if selected, it will appear on the offer letter.

How to Apply

For this position, please follow this link:

http://chc.amris.com/wizards_v2/chc/vacancyView.php?requirementId=4257&

Candidates can fill in the application in English or French only. In addition, candidates must submit a cover letter along with their resume clearly indicating how they meet the essential qualifications in this section with clear examples. Failure to do so will result in the rejection of the application.

Cover letter:

- the cover letter must follow this format and should clearly explain how you meet all the mandatory criteria:
 - title (mandatory criteria)—Explanation in 150 words or less on how you meet the criteria with concrete examples that demonstrate how you meet each criterion. The maximum word count allowed for each of the criteria is 150 words. Failure to follow the format or answering with more than the word count will automatically lead to disqualification.

The mandatory criteria expected to be covered are (150 words max per bullet points):

- At least 5 years of service in providing client service;
- At least 5 years of service in providing in person or remote problem resolution and technical support to the clients on the daily use of IM and IT Systems;
- At least 5 years of service in providing technical advice, training and coaching to users, coordinates the development of training plans to facilitate the exchange of knowledge, and increase the effective and efficient use of the various IM and IT Systems;
- At least 5 years of service in supporting events and high level visits from an IM and IT perspective; Coordinating logistics and arrangements for IM/IT equipment for events and high-level visits;
- At least 5 years of service in analysing information technology and information management needs for an organization;
- At least 5 years of service in planning the maintenance, upgrade and providing technical and operational support for IM and IT Systems and their environment;
- At least 5 years of service in experience in supporting and administering a LAN and its environment.

Candidates who are unable to submit their application due to technical difficulties must report these to: CSDPDHHumanResources@international.gc.ca prior to the closing date. Failure to do so will result in the application being rejected.

Note that the candidates will only be contacted through the email provided in their application. Please check your mailbox regularly for any information.

Important Notes

- Please do not use a tablet or cell phone to submit your application, as mobile browsers are not supported by our on-line portal. Candidates should only apply using a laptop or desktop computer.
- Only applications submitted in one of the official languages of Canada will be accepted (English or French).
- Communication for this process will be sent via email. It is the responsibility of the candidates to ensure accurate contact information is provided and updated as required.
- Candidates who apply to this vacancy should include an email address that accepts email from unknown users and regularly check their email, including spam folder.
- Reference checks forming part of the selection process will be sought for candidates who reach interview stage.
- The High Commission of Canada to Pakistan does not reimburse any travel costs to and from interviews/exams nor does it reimburse any relocation costs.
- Candidates requiring any special accommodation for exams or interviews are requested to inform us upon being invited to the exam/interview.

- The results of this recruitment process may also be used to establish an eligibility list of qualified candidates for similar openings at the High Commission of Canada to Pakistan which might arise in the 12 months following the completion of this recruitment process.
- Please contact CSDPDHHumanResources@international.gc.ca should you have questions pertaining to this recruitment process.