



IT Analyst – Calgary Epic Investment Services

Epic Investment Services (Epic), which includes its wholly owned subsidiary MDC Realty Advisors in the United States, is a fully integrated North American real estate platform. Headquartered in Toronto, Canada and operating from offices in Canada and the United States, Epic has over \$17.5 billion in assets under management. Epic's portfolio comprises over 30 million square feet of office, retail, industrial and multi-family residential properties. Epic's integrated team is made up of over 150 real estate professionals in real estate management, asset management and investment management.

ABOUT THE ROLE:

You will be part of an energetic, enthusiastic, and collaborative team while receiving the knowledge, and experience to develop the skills you need to build an exciting IT career in real estate. We are seeking a candidate with IT support experience who is innovative, motivated, and interested in a past paced environment.

RESPONSIBILITIES:

- Provide an exceptional multi-channel (phone, email, chat and deskside) customer service experience to deliver IT services and support to end users in a fast-paced business environment
- Identify, diagnose, and resolve end user and system technology issues pertaining to the corporate technology estate (end user hardware, mobile devices, software, servers, telephony, business applications and cloud-based systems XaaS)
- Create and regularly update incidents and service requests within the IT Service Management system, adhere to industry standard practices (e.g., ITIL). Follow up with end users regularly until incident resolution.
- Identify recurring themes amongst aggregate incident data, create programmatic fixes that are tested then deployed across the environment, eliminating repetitive incident occurrence
- Adhere to general best practices pertaining to IT frameworks, methodologies, and security (ITIL, Service Management, NIST and ISO27001)
- Strong scripting and programming language competency (PowerShell, Python and JavaScript) to drive process and continual improvement via digitization, workflow automation and orchestration
- Identify absent, broken, and deficient IT processes and remediate accordingly
- Deploy computing and mobile hardware to end users across Canada and the US, ensure all assets are logged and kept up to date in the IT Asset Management system
- Ensure that documentation such as knowledge management (Internal IT / End User) is kept up to date and reviewed regularly for accuracy and relevance
- Perform work during Epic's core business hours with limited circumstances requiring work outside of regular business hours (e.g., off hours IT maintenance, site power shutdowns, unplanned emergencies, urgent executive issues)
- Completes other projects as assigned/ ad hoc duties as assigned.
- Manage and check all new hire IT setup and onboarding/ terminations of employees at all Epic offices in Canada and US.

- Escalate incidents to the appropriate vendor or service provider ensuring the management of the incident through its lifecycle. Escalate prolonged outstanding high priority incidents to Epic's IT leadership (Manager/CFO) for awareness and support
- Approximately 20% travel between western regions (Calgary, Edmonton & Vancouver) will be required throughout the year

QUALIFICATIONS:

- University Degree or equivalent College Diploma in IT/Network related field or relevant work experience
- At least 2-4 years of experience in related responsibility as presented above
- Strong knowledge of Microsoft Windows 10, Microsoft 365 Suite, Microsoft Azure and Microsoft Server Technology
- Understanding of TCP/IP, WAN, LAN, and Firewall Technologies
- Experience on IT support ticketing system
- Strong IT service management background and proven ability to apply the ITIL framework
- Good to have IT certifications from Microsoft, Cisco and ITIL etc.
- Excellent written and communication skills
- Strong work ethic, flexibility, organizational and time management skills with the ability to prioritize workload based on urgency, impact, and other business factors
- Able to work independently with little supervision, strong attention to detail
- Having driver's license but not required
- Team player, excellent collaborator, self-starter attitude coupled with strong technical acumen

HOW TO APPLY:

Qualified applicants may e-mail their cover letter and current resume to careers@epicinvestmentservices.com indicating "**IT Analyst – Calgary**" in the subject line.

Epic Investment Services is committed to diversity, equity, inclusion, and is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to ethnicity, age, religion, race, gender identity, physical ability, or sexual orientation, or any other elements protected by law. Epic Investment Services is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment. For all internal and external applicants who require accommodation in the recruitment and selection process, please contact akumbaro@epicinvestmentservices.com for assistance/support.

We sincerely appreciate the interest of all applicants, however only those selected for an interview will be contacted. *No telephone calls or Agencies please.*

Visit our website at www.epicinvestmentservices.com for further company details

