POSITION VACANCY

October 12, 2010

POSITION	**Systems Analyst (8 to 12 months contract)**
DIVISION	**Nestlé GLOBE Inc. – Local GLOBE Organization**
LOCATION	**Corporate Office, North York**
REPORTS TO	**Systems Manager**

The primary purpose of this role is to plan, implement, and support the Wintel Client and Server Infrastructure, including problem identification and resolution. The incumbent is responsible for testing, deploying and supporting the standard Nestlé desktop platform (Windows 2000/Vista) in accordance with GLOBE best practices. In addition, the incumbent will work with Nestlé peers to customize the standard Nestlé desktop platform for Globe IS/IT needs.

Major Responsibilities

- Facilitate problem resolution by reviewing open trouble tickets, gathering additional information, updating tickets with current information, proactively noting status to customers, and driving the resolution process
- Provide task management and technical support for special projects
- Act as an escalation point to L2 for problems that require additional research to resolve end-user incident or request
- Collaborates in the testing of Server Infrastructure Technologies (Backup, Storage, Citrix Clustering), Monitor/Inventory, testing methodologies and procedures, and ensure regular testing is done for all production environments
- Server backup and restore responsibilities
- Validate hotfixes for client workstations and prepare for mass rollout to Canadian workstations
- Works under limited supervision and must be self-motivated and self-directed

Qualifications

- A Bachelor's degree in Computer Science, Management Information Systems, Business Administration or related discipline or 4+ years experience in equivalent IS/IT disciplines
- Some domestic travel may be required
- 3 or more years of hands on experience with PC/Windows, Windows 200x Server, Active Directory, MS Office and strong background in troubleshooting and supporting desktop issues
- Exchange 2003 or newer, mobile email systems (Blackberry, ActiveSync)
- Understanding of basic Local Area Network (LAN), TCP/IP and general networking concepts
- Demonstration of knowledge in basic project management
- Excellent interpersonal and customer service skills with the ability to work with employees at all organizational levels
- Effective oral and written communication skills
- Strong problem solving skills
- Excellent organization and time-management skills
- Flexibility and adaptability to the demands and requirements of a fast-paced environment with multiple priorities; ability to work on multiple projects and assignments simultaneously

Suitably qualified candidates should first contact their Department Manager before submitting their résumé to the undersigned. The closing date for this posting is **October 21, 2010.**

To apply online to this vacancy and all future vacancies, please access eRecruiting via *Employee Services*, click on Search for Jobs, click on the job vacancy and apply online. *REFERRALS WELCOME!* (All external applicants must access *www.nestlejobs.ca*, Search for Jobs, click on the vacancy and apply online.)

Farihan Masri
Human Resources

Nestlé

Take down date: October 21, 2010