

Technology Operations (Service Desk) - Student

Employer:	OLG	Closing Date:	June 13, 2023
Posted:	15 months ago	Location:	Sault Ste. Marie
ES Job ID:	14365	Duration:	Full Time , Student , Temporary
Sector(s):	Information Technology		

Job Description:

Technology Operations (Service Desk) - Student

Locations Available: Sault Ste Marie
Duration: 4-month term
Type: Student Full Time

GAME ON - OLG needs you

We've said GAME ON, and we mean it - OLG is rapidly transforming its organization to better serve Ontarians by delivering great gaming experiences through our digital (OLG.ca), retail lottery, and land-based casino channels. In our fiscal 2019-20 year alone, OLG delivered over \$2.3 billion in net profit to the Province of Ontario. Despite our success, we are now setting our sights on becoming a top competitor in the digital gaming space all while strengthening our retail presence across Ontario.

POSITION SUMMARY:

The Technology Operations team is responsible for providing daily operation and maintenance of OLG's technology infrastructure and applications. They provide effective user technology and support, enabling the delivery of secure, predictable, stable and available services to OLG.

The successful candidate will be a perpetual learner who has a proficient understanding of Information Technology tools and services. Working in a large IT environment, he or she will be a curious, perceptive analytical thinker with excellent verbal and written communication skills, and the ability to work in pressure situations, both individually and in a team environment.

** This role is an onsite role so the candidates are expected to come to office everyday **

WHAT YOU WILL BE DOING:

- Working on a range of Technology Operations assignments including areas of:
- Technology Service Management
- Applications Cloud Operations
- Service Desk
- Infrastructure Operations/Networks
- Execute the day-to-day delivery of services and technical support issues to provide quality and timely resolutions
- Provide support in implementing, testing and integrating new applications to ensure stability
- Maintain an overall perspective of current relevant technologies and processes
- Research, maintain and promote awareness of existing and emerging technology trends
- Build and maintain working relationships with all areas of business within OLG and promote understanding of best practices with business partners

WHAT WE OFFER:

- Working as part of a large Technology and Digitally driven organization
- Being part of a collaborative working environment alongside OLG Leaders who support the growth and development of students
- Participate in Diversity and Inclusion initiatives across the organization including Pride Parade and Women's Leadership Programs
- Support OLG Charities including the Federated Health Campaign, United Way Campaign and other fundraising efforts for local charities

MORE ABOUT US:

Visit our website at olg.ca for more information or talk to us on one of our social media sites:

- [Facebook.com/OLGToday/](https://www.facebook.com/OLGToday/)
- [Twitter.com/OLGtoday](https://twitter.com/OLGtoday)
- [Linkedin.com/company/olg](https://www.linkedin.com/company/olg)
- Playsmart.ca
- OLG Apps for Android and Apple devices on Google Play or App Store

Required Skills:**WHAT WE'RE LOOKING FOR:**

- Currently enrolled in a post-secondary program with a focus on computer science, information technology, business administration and/or project management discipline
- Experience in an information technology field with experience in at least one or more IT domains
- Excellent interpersonal skills and highly developed verbal and written communication skills
- Ability to work independently and within a team in a fast-paced environment
- Ability to self-motivate and the desire to learn new skills

How to Apply:

We look forward to hearing from you, interested applicants please send your resume to Careers@olg.ca by June 13, 2023.

OLG values diversity and is an equal opportunity employer. OLG is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

If you require accommodation to apply or if selected to participate in an assessment process, please advise Human Resources.