



# Advanced Solutions

a DXC Technology Company

**Service Desk Agent  
IS18**

## Why Choose Us?

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Where will a career with Advanced Solutions take you? To the leading edge of information technology, working with industry partners from around the world. At Advanced Solutions you will work with outstanding people in a challenging and dynamic environment. We strive to provide you with the tools, the training, and the opportunity to take charge of your future and take advantage of change to maximize client service and work within a centre of excellence.

## The Opportunity:

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Advanced Solutions Technology Services is responsible for providing cost-effective management, delivery, and support of IT operations to core government ministries, program managers and government employees. Technology Services is also responsible for understanding the business objectives, future directions, and unique requirements of the programs it supports.

Technology Services provides services to core government ministries, Crown corporations and broader public sector organizations, and over 30,000 government employees. In support of government objectives to lower costs and improve service delivery, these clients have formed a partnership with Technology Services to receive reliable and cost-effective services for the benefit of the citizens and businesses they serve across British Columbia.

## Who you are:

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- Display a high level of effort, commitment, and mature judgment
- Maintain a professional and confidential manner at all times
- Trustworthy and responsible behavior
- Eagerness to learn and a willingness to accept feedback and direction
- Customer Focus
- Adhere to Advanced Solutions Core Values
  - Exemplify Professionalism: We uphold a respectful and respected workforce.
  - Embrace and Champion Change: We enthusiastically participate, collaborate, innovate, and welcome change.
  - Encourage and Take Initiative: We are an engaged and progressive workforce promoting personal and professional growth
  - Personify Integrity: We are reputable and productive which builds the foundation of our success

## Application Requirements

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### Must Have

- One year of experience in Information Technology or related experience. Related experience includes providing customer support services in a call centre or fast-paced environment.
- ITIL training is an asset (certification preferred).
- Equivalent combinations of education, training and experience may be considered.

*Learn more about application requirements and review the full job description [here](#).*

## We take care of our people (what we offer):

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### Salary Package

- Employment Type: Full time, regular
- Union/Non-Union: Union-BCGEU
- Salary Grid Level: Level 18, Schedule 2
- Annual Salary: \$73482.80 - \$83404.04 (Based on a 37.5 hour work week)
- Office Location: Hybrid - Canada

### Benefit Package

- 15 Vacation days, with entitlement increases with service
- Flexible work arrangements
- Modified work weeks are a part of our collective agreement
- Maternity, Parental and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- Paid sick leave for when life happens
- Extended health and dental
- Public Service Pension plan, matched by Advanced Solutions
- Excellent Rewards and Recognition Program

### Flexible Work Arrangements

- Schedules to fit your lifestyle
- Flexibility in location
- Hybrid work environments to ensure that you feel supported

## Diversity, Inclusion & Workplace Information

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We promote a diverse, equitable work environment and welcome employment applications from individuals of all backgrounds. Our employees enjoy competitive and comprehensive extended and group benefits and participate in a very progressive defined benefit plan through the BC Public Service Pension Plan.

We care about our people and are leaning into a workplace culture that supports a healthy work-life balance. Advanced Solutions is proud to be pivoting to become a remote and/or hybrid workplace. Employee's will have the option to work from anywhere within Canada, or from our Vancouver Island Technology Park Office in beautiful Victoria, BC, or a combination that suits their needs. To learn more about the Victoria Office, please visit the [VITP Information Site](#).

### How to Apply:

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Please ensure your application clearly identifies how you meet each of the stated qualifications, with particular emphasis on the education, training, and experience requirements. This information will be utilized in screening your application and determining whether you will be considered for the next stage of the recruitment process.

In your application/cover letter please indicate how you heard about ESIT Advanced Solutions (i.e., name of job boards, career fairs, word of mouth). Qualified candidates are invited to forward their cover letter and resume, noting the position title and where they saw the position advertised, to [Competition@dxcas.com](mailto:Competition@dxcas.com)

*An eligibility list may be created. Lesser qualified applicants may be under-implemented or appointed at a lower level.*

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