



### Explore A Career At Mosaic

Operating for over a century on Vancouver Island and coastal BC, Mosaic Forest Management is Canada's largest private timberland producer. We take pride in our land base and have a long-term view of managing our trees and the eco-systems in which they grow.

### The Opportunity

Mosaic is seeking a **Technical Analyst** to work out of our Nanaimo office on Vancouver Island, British Columbia.

### The Role

Reporting to the Manager, Infrastructure, Hosting and Cloud Services, the Technical Analyst will provide support to the client-side technical components (hardware & software) of the organization's operations and corporate computing environments. As the primary point of contact for user requests and problem tickets the role of the Technical Analyst is to be responsible for the management of the service desk platform. Specific responsibilities include but are not limited to:

- > Supporting scales sites and client computing environment on-site and remotely;
- > Assisting with testing and production of rollout scaling systems;
- > Overseeing onboarding/offboarding change management of domain users and hardware;
- > Supporting & maintaining client-side hardware;
- > Procuring and configuring mobile devices;
- > Administering and maintaining the service desk ticketing system; and
- > Supporting information services training.

### Required Skills and Experience

- > Diploma in computer/IT related discipline;
- > Experience supporting Windows Server & Desktop environments;
- > Working knowledge of network protocols and technologies (eg. TCP/IP, DNS, DHCP, Static IP);
- > Demonstrated strong technical and analytical abilities;
- > Proficient in excel, powerpoint, databases and analytical tools for reporting;
- > Ability to self direct and effectively organize, plan work and prioritize resources; and
- > Excellent interpersonal and communication skills.

### What You Get

At Mosaic, we are proud of our highly collaborative, respectful, and innovative work environment. Our employees are empowered with high levels of role autonomy and the ability to make decisions and lead change.

Our pay-for-performance compensation philosophy is a key driver of our culture and includes competitive compensation and benefits, a bonus based on individual and company performance, a company-funded defined contribution pension plan, paid vacation, a health and fitness reimbursement program, and a variety of other benefits and perks.

### **To Apply**

Visit [mosaicforestcs.com/careers](https://mosaicforestcs.com/careers) and click on the **Job Opportunities** to apply. This position will remain posted until filled.

*Mosaic Forest Management is an inclusive workplace. If you require accommodation, at any point during the recruitment process, please email [careers@mosaicforests.com](mailto:careers@mosaicforests.com).*

### **About Mosaic Forest Management**

Mosaic Forest Management Corporation is in the business of sustainable forest stewardship, managing private timberlands and Crown forest tenures in Coastal British Columbia for more than a century.

Mosaic employs several thousand people directly and indirectly, and is committed to achieving positive economic, social and sustainability outcomes from the working forest.

The Mosaic land base spans across beautiful Vancouver Island. Beyond generating strong economic returns, we manage our private forest lands to protect the cultural values of our indigenous partners, provide sustainable forest stewardship and environmental services, and offer a variety of recreational opportunities, scholarships, and donations to our neighbouring communities.

For more information, visit [MosaicForests.com](https://MosaicForests.com).

### **Mosaic Forest Management and COVID-19**

Mosaic Forest Management is committed to taking every reasonable precaution to provide a safe work environment to protect the health and safety of its employees, contractors and other applicable third parties from the risks of COVID-19.

In keeping with this commitment, all Employees must be Fully Vaccinated *and* must provide sufficient proof of COVID-19 vaccination to Mosaic (e.g., vaccination/immunization cards or records or their BC Vaccination Card).

*If employees are unable to be fully vaccinated due to a medical or other reason protected by the B.C Human Rights Code, they may be eligible to request an accommodation.*

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