

Skeena Resources Limited is a Canadian exploration mining company, focused on working towards the restart of the past-producing Eskay Creek gold-silver mine with additional development projects in our portfolio, all located in Tahltan Territory in the Golden Triangle of northwest British Columbia, Canada. Eskay Creek was the highest-grade gold mine in the world when in production. The mine produced 3.3 million ounces of gold and 160 million ounces of silver at average grades of 45 g/t gold and 2,224 g/t silver from 1994-2008.

As a Skeena employee, you will become part of a dynamic, innovative, and results-driven work environment. You will be given assignments to challenge yourself and your skillset, working alongside colleagues with diverse backgrounds and cultures. We value Health and Safety, the Environment, and the Communities within which we operate, and work collaboratively with our Indigenous partners, leveraging traditional knowledge and respect for the land. By joining our team, you will become part of an organization driven by opportunity, entrepreneurship, and business results.

### **Job Title: IT Support Analyst**

Skeena Resources is looking for a motivated and enthusiastic IT Support Analyst to join our IT team. Reporting directly to Skeena's Director of Information Technology, and supporting users and stakeholders across the company, the IT Support Analyst is part of the IT team responsible for delivering outstanding IT support services to delight our internal customers in a dynamic and fast-paced environment.

The successful applicant will have outstanding communication and interpersonal skills, detailed problem-solving and troubleshooting skills, and can translate technical information to users of varying skill sets and backgrounds. We are looking for someone who is self-motivated but collaborates well with a team, takes pride in their work, and has a passion for continuous improvement.

For the right candidate, there is a significant opportunity for learning, growth, and future advancement in this role.

### **Responsibilities (including but not limited to)**

- Providing timely and professional in-person and remote IT support for a broad range of software and hardware issues
- Log, triage, prioritize, and classify new IT requests in the support ticketing system
- Maintain accurate and detailed ticket notes in the support ticketing system
- Prepare user devices including laptops and cellphones to defined standards
- Support end-user network performance issues and escalate major outages and incidents
- Perform user administration tasks such as password management, permissions changes, account creation
- Participate in operational and cyber incident response activities
- Perform analysis of root causes and develop recommendations for improvements
- Support and prepare technical reports and develop checklists for recurring problems
- Perform related and delegated duties as needed

### **The Ideal Candidate**

- Proven organization, planning, prioritization, and time management skills
- Detail oriented with excellent attention to detail, but able to maintain a focus on objectives, outcomes, and the bigger picture
- Strong demonstrable written and verbal communication skills particularly in translating technical issues into non-technical terms
- Performs work with a high degree of accuracy, and integrity and can follow detailed procedures or processes
- Effective team player who can jump in wherever is needed
- Strong interpersonal and reasoning skills, with proven problem-solving abilities
- Highly self-motivated with the ability to work independently as well as with others

- Service focused, empathetic, and driven to provide an excellent user experience
- Ability to work calmly, under pressure, and with patience to support a wide range of technologies and end-user technology competency levels
- Values continuous learning, both technical and personal, and is driven to continually “make things better”

### Experience and Qualifications

- Preferred: Certificate or higher in Computer Science or related field
- 3+ years successfully working in IT support environments (internal role or at a Managed Services Provider). An equivalent combination of education and experience may be considered
- Considered an asset: CompTIA, ITIL, Microsoft Certified Professional qualifications or equivalents
- Considered an asset: Experience working in the customer service industry or client-facing role
- Valid Class 5 BC driving license – mandatory
- Ability to lift and move medium-weight computer equipment as needed
- Considered an asset: Experience supporting/user administration of Sage 300

### Key Competencies / Skills

- Familiarity with core IT technologies including: Microsoft 365, Exchange Online, Active Directory and Azure AD (managing user accounts), local area networking, DNS, DHCP, client VPN, Windows desktop OS's 10/11, Server 2016+, NAS storage devices, Microsoft Office suite, Printers, Android and iOS operating systems
- Experience using support tools and concepts including: helpdesk ticket management, Service Levels, remote support tools, ticket triage and prioritization, phone/email/in-person based support

### Work Location

This is an office-based job, in Skeena’s Corporate office located in downtown Vancouver, British Columbia, on a Monday-Friday 8 hours per day schedule. There may be a need for infrequent travel to our remote offices located in Smithers, Dease Lake, or the mine site (located within the Coast Mountains of Northwestern British Columbia and Tahltan Territory) on a needed basis.

To apply by email, send your cover letter and resume in Word or .pdf format to [hr@skeenaresources.com](mailto:hr@skeenaresources.com), by February 17<sup>th</sup> 2023. Include your **NAME** and **JOB TITLE** in the subject line of your e-mail. All Applicants **MUST** be legally entitled to work in Canada. Priority hiring consideration will be given to Indigenous Nations members who reside within the territories our projects are located.

*We thank all candidates for their interest, however, only those considered for an interview will be contacted.*