



INFORMATION TECHNOLOGY ANALYST

Competition Number: GLPA2026-05

The Great Lakes Pilotage Authority (GLPA) is a federal Crown corporation established, pursuant to the Pilotage Act, in order to provide safe, efficient, reliable and comprehensive marine pilotage and related services in its region of responsibility.

POSITION SUMMARY:

Reporting to the Information Technology Manager, the Information Technology Analyst provides day-to-day operational IT support for the Great Lakes Pilotage Authority (GLPA). The position is responsible for frontline technical support, troubleshooting, system maintenance, and the execution of assigned IT projects.

Conditions of Employment:

Salary \$94,149

Scheduled for 37.5 hours per week

Group benefits paid for by the employer

Public Service dental and medical benefits

Public Service Pension Plan

Full-time, permanent position

Work location is the GLPA Head Office in Cornwall Ontario

DUTIES AND RESPONSIBILITIES:

- Provide first-line and second-line technical support for users, systems, hardware, and software;
- Diagnose, troubleshoot, and resolve IT incidents related to desktops, laptops, mobile devices, applications, and network connectivity;
- Install, configure, maintain, and upgrade computer hardware, peripherals, and standard software;
- Provide user account and access support in accordance with established security policies;
- Execute approved IT projects, system changes, and enhancements under the direction of the IT Manager;
- Liaise with third-party vendors and managed service providers for issue resolution and maintenance activities;
- Monitor system performance, backups, patching, and routine maintenance tasks;
- Maintain accurate IT asset inventories and technical documentation;
- Assist with the implementation of cybersecurity controls, updates, and endpoint protection tools;
- Support testing, rollout, and adoption of new systems and technologies;



- May be required to provide occasional support outside normal business hours for urgent operational issues, system maintenance, or emergency response.
- Other duties as assigned within the scope of the position.

QUALIFICATIONS:

Education and Experience

- College diploma in Information Technology, Computer Systems, or a related field; or an equivalent combination of education and experience;
- 3 to 5 years of experience providing hands-on IT support in a Windows-based environment;
- Experience with Microsoft applications, basic networking, and endpoint security tools;
- Experience working with the Microsoft Cloud ecosystem (Identity, Intune, Defender and Exchange), as well as other cloud environments (Google, Amazon) and 3rd-party MDM tools.
- Experience in implementing standards-based compliance tools (ISO27001, NIST and CIS)
- Relevant technical certifications (e.g., Microsoft, CompTIA) are considered an asset.

SKILLS AND COMPETENCIES

- Strong troubleshooting and problem-solving skills;
- Excellent client service and interpersonal skills;
- Ability to manage multiple priorities and respond to urgent technical issues;
- Clear, professional verbal and written communication skills;
- Strong attention to detail and documentation practices;
- Ability to work independently while following established procedures.

AUTONOMY AND ACCOUNTABILITY:

- Works independently within established guidelines, procedures, and assigned priorities;
- Handles systems, data, and user information in accordance with security policies and Privacy Act requirements, ensuring the safeguarding of personal information encountered in the course of duties;
- Escalates risks, privacy concerns, incidents, or unresolved technical issues to the IT Manager as appropriate.



LANGUAGE REQUIREMENTS:

Proficiency in both official languages (oral and written).

The GLPA is committed to fostering a skilled, diverse, and inclusive workplace that reflects Canadian society. We are dedicated to treating all employees and applicants with fairness, dignity, and respect.

Employment-related decisions—including hiring, promotion, compensation, benefits, and other conditions of employment—are based on an individual’s qualifications, skills, and accomplishments.

In support of our commitment to employment equity, we encourage applicants to complete the Self-Declaration Form if they identify as belonging to one of the designated groups (Indigenous peoples, members of visible minorities, persons with disabilities, and women).

We are also committed to providing an inclusive and accessible recruitment process. Candidates are invited to inform us if they require any accommodation at any stage of the hiring or interview process.

All personal information provided by applicants will be used solely for the purposes of the selection process and will be managed in accordance with the GLPA’s privacy policies and legislation.

The self-declaration form is available on our website at: [Careers | Great Lakes Pilotage Authority](#)

All interested applicants should forward their resumes in confidence no later than June 5, 2026, to:

Great Lakes Pilotage Authority
1950 Montreal Road
Cornwall, Ontario
K6H 6L2
Attention: Human Resources
By email at - humanresources@glpa-apgl.com

(Only candidates selected for an interview will be contacted.)