



Are you ready for a change? CN Investment Division (the Division) is your chance to do meaningful work with a smart, imaginative team in a unique and exciting environment. Established in 1968, the CN Investment Division manages one of the largest single-employer defined benefit pension funds in Canada and holds a long track record of solid performance. Approximately C\$16 billion is actively managed in-house by 95 employees for the CN Pension Plan's approximately 49,800 pensioners and pension plan members. The Division also manages the assets of the CN Pension Plan for Senior Management and the BC Rail Pension Plan.

The Division's culture is nimble, innovative, collaborative and risk-aware. Pensioners are always at the heart of what we do. As a part of the CN Investment Division team, you will always be learning, adapting, and creating solutions to keep pace in a changing world. You will also work in a flexible, inclusive, and equity-focused environment with lots of room to thrive and grow your career and skills.

Join our team and be part of something great.

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## Position: Technician, IT Technical Support

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### Current Opportunity

The Division is an inclusive and equity-focused environment with many opportunities to learn and grow at all levels of the organization. Technology is fundamentally changing the way the world invests, especially large pension funds like ours. At the Division, technology is not just a key priority, it is the backbone of our operations. We are working to evolve and grow the Division by delivering innovative IT solutions and forward-thinking strategies to our teams.

If you are a highly motivated and client-oriented individual able to work with a small IT group, then we could use your help. We are looking for an IT Technician to support the Division's IT team and work to serve the needs of IT users across all our teams. In this role, you will report to the Manager, IT Infrastructure and will work to deliver innovative strategies and solutions that contribute to our long-term success.

This is a great opportunity for IT professionals eager to grow and learn in an exciting, fast-paced environment.

### Primary Responsibilities

- Receive, prioritize, and process user requests or assign work to relevant team members
- Provide first-level technical assistance and ensure tracking of incident requests
- Identify, analyze, and resolve technical problems encountered by users
- Collaborate with the other IT team members to resolve complex problems or escalate incidents if required
- Lend support to the configuration, installation, and maintenance of user workstations and ensure user upgrades are conducted on a periodic basis
- Conduct preventive maintenance on IT equipment and apply software updates and security patches according to established procedures
- Support the evolution of work procedures and processes around incident management as well as management of interventions and requests for standard changes
- Assist and train users on proper use of technology and support continuing education to improve user autonomy across departments

- Track and document the organization's IT assets, including computers, peripheral equipment, and software licences. Manage stocks and inventories of IT equipment.
- Maintain accurate documentation of problems solved, solutions implemented, and troubleshooting procedures
- Follow company security policies and raise user awareness of good IT security practices. Assist with the implementation of security measures such as password management, regular backups, etc.
- Participate in the planning for future system requirements and in finding innovative solutions

### Professional Requirements

- Diploma of Collegial Studies (DEC) in Computer Science and/or pertinent specialized training
- Minimum of three to five years of IT user support and network administration experience
- Bilingual (French and English)

### Desirable Skills and Aptitudes

- Good knowledge of Windows 11, Windows Server, Active Directory, VMware, M365, and Scripting PowerShell
- Knowledge of M365 office tools
- Knowledge of different desktop deployment methods
- Knowledge of IT, telecommunication, and cybersecurity components
- Good understanding of the workstation configuration process
- Good communications and interpersonal skills
- Ability to work under pressure, adapt and multi-task
- Ability to work autonomously within a team setting

If this position sounds like you, we would love to hear from you! Please send your application via email to [jobs@cnid.ca](mailto:jobs@cnid.ca). The information received will be treated in strict confidence.

The Division is committed to promoting hybrid work, encouraging work-life balance and fostering a collaborative and inclusive work environment. Typically, Division employees are expected to be in the office at least three (3) days per week.

The Division values diversity and is committed to employment equity. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sexual orientation, gender identity, national origin, age, physical or hidden disability, or protected veteran status. You are encouraged to apply and to self-identify so we can work toward full representation of those groups within our company. Should you require any accommodation in the application or interview process, please just let us know.

We appreciate your time and effort, however, only candidates selected for an interview will be contacted. Thank you for your interest in the CN Investment Division.