

DREAM

Position Profile

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| Position Title | Help Desk Analyst (6 month contract) |
| Team | Technology Services |
| Position Location | 30 Adelaide Street East, Toronto, ON |
| Reports to | Manager, Technical Support Services |
| Date | January 2014 |

Dream Unlimited

[Dream Unlimited](#) is a real estate investment, development and management company, creating value at every stage of the real estate life cycle. Since the business was created in 1994, Dream has grown substantially, becoming one of Canada's leading real estate companies with approximately \$13.4 billion of assets.

And while on the surface our business may not seem that different from others, it's our attitude and approach that sets us apart. We believe in better communities to live in and work in. We seize unconventional opportunities and try new things, approaching every project with passion and purpose. Dream has earned a reputation for adding value by being smart and doing good, making decisions with everyone's interest at hand – our customers, partners, investors, and the community at large.

Dundee REIT

Dream Unlimited provides asset management and advisory services to [Dundee REIT](#), a TSX-listed real estate investment trust that owns a portfolio of well-located, high-quality central business district and suburban office properties in major urban centres across Canada. [Dundee Realty Management Corp.](#) is a property management division within Dream Unlimited that provides services to Dundee REIT.

Role

Dundee is looking to hire a **Help Desk Analyst** with a minimum of 1-3 years' experience.

- Primarily responsible for timely resolution of various desktop hardware and software technical problems.
- The position requires frequent daily contact with employees at all levels of the organization.
- Detailed and accurate logging of Help Desk support calls within Microsoft Service Manager application.
- Manage customer expectations by communication with employees – before, during and after each support call.
- Assist in various hardware and software installations.

Skills

- **Strong people skills.** A team player with a proven ability to build relationships at all levels of an organization.
- **Strong communication skills.** Demonstrated in written and verbal reports, presentations, and meeting facilitation.
- **Responsiveness.** Ability to anticipate needs and commit to respond in agreed time frames.
- **Innovator.** Proven ability to identify, evaluate and develop new ideas and support with results.
- **Deliver on commitments.** Ability to set clear objectives and deliverable goals.

Qualifications

- Knowledge of Microsoft Windows XP/7 operations systems, Microsoft Office products, Visio, Adobe and Internet Explorer;
- College diploma or University degree in Computer Science;
- A self-starter with the ability to work independently under minimal supervision;
- Exceptional organization and time management skills; and
- Basic computer networking experience and knowledge of Internet access protocols (i.e.: TCP/IP).

Interested candidates may forward their resume to hrrecruit@dundeerealty.com