



IT Analyst

The Organization

Wolf Midstream is a Calgary-based private midstream company established in 2016. Wolf owns and operates a platform of companies focused on Western Canadian midstream infrastructure assets including the Access Pipeline System and the Alberta Carbon Trunk Line (ACTL).

Wolf values a strong commitment to health, safety and the environment and places a strong emphasis on our defining behaviours, Act Like Shareholders, Be Customer Focused, Be Courageous, Do the Right Thing and Own It!

The Opportunity

The Corporate Shared Services IT department is responsible for providing and supporting information technology solutions across all Wolf Midstream business units. This is delivered through a combination of outsourced infrastructure and application vendors as well as internal business analysts.

Under the direction of the IT Operations Supervisor, the IT Analyst is responsible for coordinating the day-to-day operational activities across multiple vendors, the fulfillment of service requests, and the execution of key cybersecurity controls such as access management and exception remediations.

This is an excellent opportunity for an early-career high performer to rapidly advance their IT career, with direct exposure to every facet of IT, including operations, cybersecurity, project management, business analysis, and IT management. While initially focused on operations and cybersecurity, your role will likely expand as you optimize routine tasks, with opportunities to shape your responsibilities and career development over time. As a member of a small and flexible team, a keen interest to learn and a willingness to roll-up your sleeves and contribute wherever necessary will be key to your success.

This is a full-time, permanent position based out of our Calgary office.

Key Responsibilities

- Manage the third level support queues
 - coordinate the resolution efforts of incidents that cross between infrastructure vendors, application vendors, and internal IT analysts
 - escalate major incidents as appropriate and manage communication with affected stakeholders
 - ensure critical support information is captured and maintained in our knowledge base
- Own the IT service request processes
 - Process requests from approvals through to delivery, including the tracking and procurement of hardware inventory and software licenses
 - Continually define and optimize the forms, workflows, and delivery tasks to improve delivery timelines and reduce IT administration overhead
- Run the weekly IT operations meeting
 - Ensure incidents and requests are being addressed effectively
 - Identify problems that are causing incidents and progress the actions to remediate them
 - Coordinate the changes across support teams for operational and project changes
- Execute cybersecurity operational tasks to ensure security controls are effective



- Ensure outsourced activities are happening per agreed schedules (e.g., server patching)
- Review reports to ensure controls are effective (e.g., missing patches)
- Identify and implement automation opportunities to reduce the manual overhead of control execution
- Participate in projects such as phone and conference system upgrades, infrastructure changes, and business process and application improvements
- Other duties as assigned

Qualifications and Experience

- Bachelor's Degree in Computer Science, Information Systems, or equivalent
- 2-3 years of prior relevant work experience
- ITIL Foundations Certification
- High degree of confidence in your ability to work with automation tools including workflows (Service Now, Power Apps), reporting (MS Excel, Power BI), and scripting (PowerShell, JavaScript, etc.)
- Wolf Midstream has offices and operating sites in Calgary, Fort Saskatchewan, Sturgeon, and Conklin. Travel is minimal but the ability to travel to these locations as required is a must (typically once every 2-3 months).
 - Note that due to COVID-19, we are currently working fully remote except when operationally necessary

If you do not check all the boxes, please tell us in your cover letter what else you bring to the table and why that is even better!

Rewards

Wolf Midstream is an equal opportunity employer with a competitive compensation package which includes full benefits.

Interested candidates should send their resume to careers@wolfmidstream.com by January 15, 2021. We thank all for their interest; however only those considered for an interview will be contacted.