POSITION TITLE: Technology and Systems Analyst

POSITION LOCATIONS: Turquoise Ridge Mine

COMPANY DESCRIPTION:
Barrick is the gold industry leader with a vision of wealth generation through responsible mining; wealth for our owners, our people, and the countries and communities with which we partner. Our objective is to maintain and grow industry-leading margins, driven by innovation and our digital transformation; managing our portfolio and allocating capital with discipline and rigor; and leveraging our distinctive partnership culture as a competitive advantage. We aim to cultivate a high-performance culture defined by the following principles: a deep commitment to partnership, consistent execution, operational excellence, disciplined capital allocation, and continual self-improvement. We are obsessed with talent and seek out fresh perspectives and challenging ourselves to think differently as we transform Barrick into a leading 21st century company.

The Turquoise Ridge property is located in the Potosi Mining District, about 43 miles northeast of Winnemucca, Nevada. Barrick is the operator and 75% owner of the mine with Newmont owning the remaining 25%. Barrick is committed to creating a diverse environment and is proud to be an equal opportunity employer.

POSITION DESCRIPTION:
Barrick is looking for a Technology and Systems Analyst to join the Operational Excellence team at Turquoise Ridge. The Technology and Systems Analyst will have a hands-on approach in providing support in different areas of technology and systems which include service desk, desktop & mobile support, software and hardware asset management, cybersecurity, cloud computing, data science, application development, and digital implementation. Through the spirit of teamwork, the individual will be accountable for onsite support. The Technology and Systems Analyst will participate in 24-hour on-call support on a periodic basis to ensure achievement of response and resolution service level agreements. As such, the Technology and Systems Analyst will collaborate closely with other team members for issue/request resolution and improved customer experience. The Technology and Systems Analyst will provide the visibility and insights needed for support of the business users utilizing our digital solutions. This is an exciting opportunity. International students are also eligible to apply.

Responsibilities:
- Provide Site help desk, desktop, and mobile support by focusing on answering computer user requests for assistance and problem solving with a goal of first call resolution.
- Provide initial response to the end user as per first response service level targets.
- Service Desk Management through ticket categorization, prioritization, feedback and follow up on the resolution as per SLAs
- Installation, configuration troubleshooting and resolving of software, hardware, and network problems.
- Provide tier 1 Support for Business, Operational Technology (OT) & Mining Application. Server-side and desktop applications include groundHog, Deswik Ops, Deswik Scheduler, acQuire, OSIsoftPI, Simplicity, Forms.com, Mobilaris, VIMs, Bluebeam which includes system analysis, installation, configuration, administration, troubleshooting and fixing
• Support SharePoint, Database, Mobile and Application Development by participating in Requirement gathering, prototyping, programming using iOS mobile languages and Microsoft using .NET Technologies and SharePoint framework e.g. VB.Net, C##, etc and coordinate with external vendors for any custom development.
• Develop and implement advanced data analysis using Microsoft Power BI and Machine learning environments.
• Support digital enablement by driving mining stakeholder value creation & business partnership
• Assessing leading-edge digital transformation technologies, identifying use cases and performing digital experimentation.
• Building and implement mining operation’s use cases for business improvement through Digital Experimentation using leading-edge technologies such as blockchain, artificial intelligence, Digital Twin etc
• Drive a culture of identifying operational continuous improvement opportunities and implementing technology enablement to achieve results.
• Support Agile and Waterfall project management methodologies.
• Provide support to Infrastructure, Systems Administration and Cyber Security through Site IT Systems Engineering through the support of VMware, Microsoft Servers, network, storage & cloud engineering, SharePoint and SQL Server database administration,
• Site Data Center operations & systems backup, recovery & maintenance,
• Support Cyber Security, Sarbanes-Oxley (SOX), ITGC (IT General Controls) and Audit initiatives
• System monitoring, alerting, and notifications action management
• Adhoc tasks and projects assigned by the team lead.
• Promote and comply with the Barrick Health & Safety Policy.
• Be responsible for the safe and efficient operation of the team.
• Ensure appropriate facilities, procedures and workforce competence to achieve legal compliance, incident prevention and the achievement of tasks in an environmentally sustainable manner

ESSENTIAL PERSONAL ATTRIBUTES & QUALITIES:
• Able to deliver results on quoted targets
• Able to build relationships and engage people in continuous improvement processes.
• Prepared to constructively challenge “the way we do things”.
• Always identifies the priorities correctly and works in a self-directed manner.
• Constructs systems that are the best method now and sustainable into the future.
• Able to step back from direct control of “hands on” work.
• Successfully delegates and trusts specialist staff for technical support.
• Manages interacting projects
• Understands the “big picture”
• Listens and responds appropriately to build trust and partnership.
• Asks for help and encourages involvement.
• Provide support without removing responsibility (to build ownership).
• Seeks to engage with all people associated with the Turquoise Ridge Operations and to understand, learn from and share cultural differences.

MINIMUM QUALIFICATION:
• Associate Degree in Computer Science or in “STEM” Majors (Science, Technology, Engineering and Math) required
• Three (3) or more years of previous experience in Customer Service or Data Analytics functions preferred
• Knowledge of Windows, Unix and other Operating Systems like iOS required
• Knowledge of System Analysis and Design Approaches required
• Knowledge of Apple products i.e. iPhone, iPad, Macs required
• General knowledge of Cyber Security, Cloud Computing and Data Science preferred
• Knowledge of Digital Transformation preferred
• Knowledge of iOS and Microsoft.Net Programming languages required
• Knowledge of RDMS and NoSQL database systems required
• Hands-on technical knowledge of workstations, laptops and printers. Required
• Knowledge of Agile framework (Scrum/Kanban) preferred
• Ability to communicate effectively across all levels, including end users at the mine site required
• Strong report writing and presentation skills. required

DESIRED MAJORS: Computer Science and Engineering

POSITION STATUS: Full-time

HOURS PER WEEK: 40

SALARY, WAGE and/or BENEFIT INFORMATION: DOE

HOW TO APPLY: Follow this link to apply Technology and Systems Analyst

APPLICATION DEADLINE: Feb 28, 2019