Service Desk Analyst, Full-time, Calgary, Alberta

Baytex Energy Corp. is an energy company with headquarters based in Calgary, Alberta. The company is engaged in the acquisition, development, and production of crude oil and natural gas in the Western Canadian Sedimentary Basin. Baytex's common shares are traded on the New York Stock Exchange and the Toronto Stock Exchange under the symbol BTE.

Baytex Energy is currently seeking a personable **Service Desk Analyst** to join our Information Technology team. The ideal candidate brings 7+ years of IT support experience, strong technical troubleshooting skills, excellent communication skills and a genuine passion for helping people.

Key Responsibilities:

- Deliver excellent customer service and technical support in person and remotely, by phone, through Teams, and through the IT service management system.
- Administer and troubleshoot end-user technologies, including hardware, software, Microsoft 365, Active Directory, Entra ID, Intune, Teams, OneDrive, mobile devices, printing, connectivity, and business applications.
- Own issues from initial contact through resolution, keeping users informed and escalating appropriately when needed.
- Support employee onboarding, offboarding, account provisioning, password resets, MFA, and access requests.
- Manage endpoint lifecycle activities, including procurement, configuration, deployment, support, and refresh of laptops, desktops, mobile devices, printers, and peripherals.
- Manage incidents and service requests while maintaining accurate documentation, knowledge articles, and asset records.
- Support security triage, investigation, and remediation in collaboration with Infrastructure and Cybersecurity.
- Identify recurring issues, improve the employee technology experience, and contribute to broader IT initiatives.

Requirements:

- 7+ years of progressive experience in IT Service Desk, ideally within the energy sector.
- Strong troubleshooting and problem-solving skills, with a logical approach to diagnosing and resolving issues.
- Ability to work independently while managing competing priorities.
- Hands-on experience supporting Windows, Microsoft 365, Outlook, Teams, OneDrive, laptops, mobile devices, printers, and other end-user technologies.
- Experience with Microsoft Entra ID, Active Directory, Intune, Microsoft 365 administration, and IT service management platforms.
- Strong communication and interpersonal skills, with a customer-focused approach.

- Post-secondary education in Information Technology or a related discipline is preferred; equivalent experience will be considered.
- Works well as part of a team, builds strong relationships, and becomes a trusted IT partner across the organization.
- Is proactive, curious, and eager to grow into more complex infrastructure, and security work.

How to Apply:
Submit your resume to: resumes@baytexenergy.com

Closing Date:
November 18, 2026

We thank all applicants for their interest; however, only those candidates selected for an interview will be contacted.