Helpdesk IT Technician - Job Description

Title

Helpdesk IT Technician

Reports To

Northern Computers + Communications (2596925 Ontario Inc.)

Brian Doig – President

Terrace Bay, ON

$15.00 – $17.00per hour (entry level) with dental, health and other benefits.

Pay increase based on performance.

Northern Computers + Communications (2596925 Ontario Inc) is currently looking for individuals to join our expanding IT team.

Continued sustained growth opens up this full-time position with a health plan, mileage allowance and other benefits. Please apply only if you like continued skill improvement in an awesome dynamic environment surrounded by a supportive team of professional peers. This role is very client focused, requiring excellent communication skills, strong attention to detail and a professional image, as you will play a key role in supporting our high-profile clients. This position is aimed at Service (Help) Desk individuals looking for an IT career with a bright future.

Summary

Internal IT Support is responsible for timely and effective resolutions to end-user productivity issues as they relate to IT-serviced computer operations. This will be accomplished by performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary. IT Support is also responsible for recording problems/solutions within the IT call-tracking system.

Core Competencies

* Quality Orientation
* Time Management
* Creative and Innovative Thinking
* Development and Continual Learning
* Problem Solving
* Accountability and Dependability
* Research and Analysis
* Decision making and Judgement
* Operating Equipment
* Providing Consultation
* Ethics and Integrity
* Planning and Organizing
* Mathematical Reasoning
* Mediating and Negotiating
* Coaching and Mentoring
* Communication
* Energy & Stress
* Team Work

Job Duties

* Resolve end-user IT issues, such as password reset, software questions, PC hardware problems, Internet connectivity, configurations, and so on.
* Provide one-on-one end-user support and problem resolution via telephone, e-mail, and other vehicles of communication.
* Diagnose and resolve minor network issues (e.g. LAN access).
* Recognize and escalate deeper and more complex issues to Tier 2 support technicians.
* Assist PC and network technicians by troubleshooting software, hardware, and network issues.
* Where necessary, assist network technicians in installing network interface cards, hubs, switches, network cabling, and so on.
* Accurately log work orders/IT tickets and resolutions into IT software management system; maintain vigilant maintenance of this process.
* Prioritize work orders/IT tickets according to severity.
* Conduct timely repair of IT equipment covered by third-party vendor maintenance agreements.
* Empower employees to find the tools to find IT solutions.
* Provide training to employees, teaching basic IT skills to minimize unnecessary tickets.
* Use IT log entries to pinpoint trends and trouble spots in order to conduct proactive maintenance or repairs.
* Compile, maintain, and file all repair records, reports, and other documents as required.
* Always maintain a high degree of professionalism, courteousness, and friendliness.

Requirements

* High school diploma or equivalent, with a college or university degree preferred, or an acceptable combination of education and relevant experience.
* CompTIA A+/Network+ or MCP (Microsoft Certified Professional) certification preferred.
* Ability to diagnose problems, perform repairs on IT assets, and provide support for a wide range of applications.
* Experience with computer hardware.
* Experience with computer software.
* Able to quickly analyze issues and determine best course of action using available resources.
* Sound judgment to escalate issues to senior members within the IT organization.
* Knowledge of IT management software tools.
* Excellent written, oral, and telephone communication skills.
* Able to communicate in user-friendly language.
* Knowledge of computer workstation setup.
* Exceptional multi-tasking abilities and prioritization skills.
* Strong customer service mindset.
* Team player able to work under pressure.

Working Conditions

* Weekends and Evening work may be required.
* Some travel may be required.
* Manual dexterity required to use desktop computer and peripherals.
* Ability to physically inspect equipment.
* Able to lift at least 50 lbs.
* Overtime as required.