

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	IT TECH
JOB NUMBER	4063
NUMBER OF POSITION/S	1
NOC CODE	TBD
CLOSING DATE	2021-11-01
LOCATION	TBD
ACCESSIBLE BY TRANSIT	No
HOURS PER WEEK	40
HOURLY WAGE RANGE	TBD
WAGE DETAILS	Wage is negotiable
JOB TERMS	TBD
JOB DESCRIPTION	<p>Reporting to the Operations Manager, the IT Support Technician will provide computer related assistance to staff members. This will include end user support in-person, by telephone or remote tools to provide technical assistance and resolve computer-related problems. As well, the IT Support Technician will be required to travel up to Nunavut 2-3 times a year.</p> <p>The incumbent must be self-motivated and detailed-oriented, with exceptional time management skills and the flexibility to adapt to the ever-changing nature of our business.</p>
JOB DUTIES	<p>Set up new users including workstation imaging, account setups, access and permissions</p> <p>Oversee all helpdesk type inquiries including network issues, email syncing, internet issues, printer/scanner issues, securities and permissions, etc.</p> <p>Identify patterns of failure, research bug fixes and implement solutions</p> <p>Deliver preventative maintenance and perform system recoveries when necessary</p> <p>Track and monitor current equipment warranties, licenses and product updates</p> <p>Assist in the implementation of technology changes and upgrades</p> <p>Order devices, including mobile communication hardware</p> <p>Manage the in-house phone system</p> <p>Maintain documentation of processes, procedures and troubleshooting guides</p> <p>Work in conjunction with the manager to strategize new IT tools and system enhancements</p> <p>Travel up to Nunavut each quarter for approximately 1-2 weeks.</p>
QUALIFICATIONS, REQUIREMENTS & SKILLS	<p>Undergraduate Degree, Diploma or Certificate in an IT related field</p> <p>Three+ years of experience in a similar role</p>

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QUALIFICATIONS, REQUIREMENTS & SKILLS	Strong technical knowledge of PC operating systems and administration, including Microsoft applications in a remote networked environment Previous experience supporting POS applications is an asset Strong problem-solving and root cause identification skills Exceptional communication skills, both written and verbal Committed to creating a high-level customer service experience for all employees Ability to handle multiple time-sensitive tasks while working in a team environment
APPLICATION PROCESS	Send targeted resume Apply through your CC
JD	Ahmad Alsaadeh