

Job Title

Tech Support

Company Name

Oltis

Email

hr@oltis.ca

Phone

(204) 330-1180

Company Address

oltis.ca
Winnipeg, MB R3J1S7
Canada
[Map It](#)

Job Description**Job Summary:**

Reporting to the Owner the Tech Supports primary objective is helping businesses with IT Technical Support, and troubleshooting and resolving computer issues

Responsibilities & Tasks:

- Provide adequate support to users
- Identify problems and work with the team of analysts to find solutions
- Ensure adequate documentation of the processes and problems encountered
- Take part in the creation of procedures
- Participate in the implementation of user training plans
- Take part in the updates of the master data of the system
- Perform all other duties related to the position
- Bachelor Degree In computer science or equivalent experience
- 1-3 years of professional work experience (Ideally in IT)
- Knowledge of Microsoft products (Office365 and Access)
- Dynamic personality that can adjust rapidly
- Customer service oriented

Knowledge, Skills and Abilities:

- A bachelor's degree in computer science or related technology field is preferred

- Industry-specific certification in relevant computer languages or software may be required
- 1-3 years of relevant experience in a customer focused position involving technical knowledge of a company's products and services
- Professional written and interpersonal skills are essential when communicating with customers and clients
- Ability to prioritize and manage several milestones and projects efficiently
- Extensive experience working with different operating systems including Windows and Mac OS
- Accept constructive criticism and customer feedback regarding their experience with software or IT services
- Comfortable working in and assisting others through company help desk software, such as Zendesk in addition to other remote access desktop programs
- Time-management skills and the ability to establish reasonable and attainable deadlines for resolution

Please apply to hr@oltis.ca