

JOB OPPORTUNITY

Position: Desktop Support Technician (Junior)
Reporting to: Manager, IT Infrastructure
Job Term: Full Time

Overview

The IT Service Desk is the central point of contact for all IT related incidents and service requests. The role of the Desktop Support Technician is to provide first line support to Beutel Goodman (“BG”) employees over the phone, through e-mail, or in person. The ideal candidate for this role will be a service oriented, highly motivated team player who thrives in a fast-paced environment.

Responsibilities/Accountabilities:

- To diagnose and resolve software and hardware incidents, including operating systems (Windows) and across a range of software applications.
- To assist BG employees with any logged IT related incident when called upon.
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to an employee as soon as possible; escalating incidents to other support teams where necessary.
- To accurately record, update and document requests using the IT service desk system.
- To install and configure new IT equipment.
- To resolve incidents and upgrade different types of software and hardware.
- To resolve incidents with printers, copiers and scanners.
- To create, maintain and publish relevant support documentation in order to assist all staff in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.
- Monitor internal system and resolved issues that arises (GFI Languard, GFI Archiver, PRTG, Unitrends)
- Support internal phone system.
- Light mobile device support.
- Undertaking other reasonable duties if required.

Knowledge, Skills and Ability Required

- Excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.
- Excellent interpersonal skills with a customer service orientation.
- Excellent knowledge of MS Office (Outlook, Excel, Word, PowerPoint).
- An understanding of MS Active Directory, Windows Servers, Exchange Server.
- Basic Networking knowledge (TCP/IP, DNS, DHCP, RDP).

- Able to start at 7:00 am
- Ability to work in a busy environment with frequent interruptions while prioritizing and resolving user requests.
- Availability for occasional off-hours or weekend tasks.
- MCP, MCSE, CompTIA Certification is an asset.

To apply, send your resume to careers@beutelgoodman.com