



## IT Helpdesk Technician

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Reporting to the IT Administrator, The **IT Helpdesk Technician** will be responsible for maintaining the integrity of computer and associated software within the company. This Tier 1 role will handle calls, emails, and manage a Service Desk support ticketing system to ensure excellent customer service.

### Accountabilities

- Provide quality customer support to all contacts for IT-related issues or requests.
- Perform diagnostics, troubleshooting and resolution activities for incidents or requests.
- Asset Tracking, PC hardware deployment and repairs
- Manage user accounts and configure hardware / software as part of new employee onboarding.
- Support a mixed OS environment (Windows, Mac, Android, IOS)
- Support a mixed device environment (Laptop, Tablet, Phone, Thin / Thick clients)
- Work to resolve the root causes of incidents to ensure maximum IT Systems availability in the future.
- Develop documentations framework to ensure detailed and updated documents are maintained.

### Required Education

- Secondary School Diploma
- Post-Secondary studies in IT (or field relating to quality assurance) would be an asset.

### Experience / Competencies

- Minimum two years' experience in an IT field.
- Must have a solid understanding of IT and Network related concepts.
- Previous experience in Customer Service or Helpdesk technical role an asset.
- Strong command in Office365
- Excellent communication (oral and written), and interpersonal skills.
- Ability to work outside of business hours as needed.
- Efficient problem-solving skills.
- Relocate to Prince Rupert, British Columbia