User Support Technician Job

Employer Name: Nationwide Natural Foods

SpiderID: 12586504

Location: Vancouver, British Columbia

Date Posted: 5/30/2022

Wage: $35/hr

Category: Information Technology

Job Code:

Number Of Openings: 1

Nationwide Natural Foods is currently seeking a User Support Technician provide first-line technical support to employees (computer users) experiencing difficulties with computer hardware and with computer applications and communications software.  
  
Job duties include, but are not limited to:  
  
~ Communicating electronically and in person with computer users experiencing difficulties to determine and document problems experienced  
  
~ Consulting user guides, technical manuals and other documents to research and implement solutions; Provide advice and training to users in response to identified difficulties  
  
~ Participating in the redesign of applications and other software  
  
~ Setting up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software  
  
~ Providing business systems, network and Internet support to users in response to identified difficulties

Computer and Technology Knowledge:  
  
MS Windows; Internet; Networking hardware; Networking security; Intranet; Servers; Security software; MS Office; SharePoint; Wireless networks  
  
Work Conditions and Physical Capabilities  
  
Fast-paced environment; Work under pressure; Manual dexterity; Attention to detail; Tight deadlines  
  
Education level: A secondary (high) school graduation certificate is required. A university degree or College Diploma in Information Technology or Computer and Information Sciences and Support Services or equivalent experience is preferred.  
  
Personal Suitability: Initiative; Effective interpersonal skills; Accurate; Team player; Excellent oral communication; Excellent written communication; Judgement; Organized  
  
Required languages: English  
  
TRANSPORTATION/TRAVEL INFORMATION  
  
● Public transportation is available  
  
If you are interested in the above position, please apply with your resume and cover letter at nationwidefoodsdelta@gmail.com  
  
NOTE: No Walk-ins or Phone Calls Please.

Start Date: As soon as possible  
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required: High School  
  
  
Overnight Travel: None  
  
  
Vacation Time: 2 weeks / year

Nationwide Natural Foods is a Canadian owned &amp; operated family business since 2000. Nationwide specializes in the distribution of various domestic &amp; imported products to retailers across Canada. We offer a wide selection of natural, organic, gluten-free, vegan, &amp; vegetarian products, with products ranging from dry, refrigerated, &amp; frozen. Nationwide has seen steady growth since 2000 and our goal is for continuous improvement of the services offered to our retailers. Our customer base includes major &amp; independent grocery stores, specialty stores, coffee shops, &amp; bistros.

Contact Name: Randy Sihota

Employer

Company: Nationwide Natural Foods Inc.

Delta

British Columbia

V4G 1H8

Web Site: