IT Desktop Support Job

Employer Name:

SpiderID: 12454996

Location: Abbotsford, British Columbia

Date Posted: 4/25/2022

Wage: Up to $48792.90 per year

Category: Information Technology

Job Code: BBBH119362

Canada's largest Recreational Vehicle company currently has a rare opportunity for a IT Desktop Technician to join their successful and growing team!   
  
SUMMARY  
  
   
  
 The IT Helpdesk Technician will work out of the Abbotsford office and will be primarily responsibilities are to oversee and maintain computer hardware and software systems. This includes receiving, prioritizing, documenting, and actively resolving end-user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as requiring that the individual give in-person, hands-on help at the desktop level.  
  
   
  
WHAT YOU GET  
  
Competitive Salary  
  
Full benefits package  
  
RRSP matching  
  
Supportive colleagues and leaders  
  
Room for career growth  
  
Strong job security  
  
Work/Life balance  
  
And more!  
  
 CORE COMPENTENCIES  
  
Customer Focus  
  
Accountability and Dependability  
  
Ethics and Integrity  
  
Providing Consultation  
  
Mathematical Reasoning  
  
Development and Continual Learning  
  
Creative and Innovative Thinking  
  
Decision Making and Judgement  
  
   
  
 JOB DUTIES  
  
Provide first contact support of incoming requests to the service desk via telephone, web portal, email, and chat to ensure courteous, timely, and effective resolution of end-user issues.  
  
Set up new hires with equipment and appropriate access to the company's system including deployment of pre-packaged software  
  
Perform maintenance of business software applications, including all computer systems provided by the company  
  
Implements, installs, configures, monitors, trouble shoots and evaluates existing and new operating systems  
  
Install PCs, telephone systems, and peripheral components such as printers, keyboards and monitors, tablets, and smartphones.  
  
Record, track, and document the service desk incident-solving processes including developing Standard Operating Procedures where required  
  
Research solutions through internal and external knowledgebase as needed.  
  
Perform hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes as determined.  
  
Develop help sheets and FAQ lists for end users.  
  
 REQUIRMENTS  
  
College degree in Computer Science, Systems science, math and computer engineering.  
  
Bachelor's degree or related experience are required  
  
At least five years of experience supporting end users providing technical assistance and resolving technical issues for all known operating systems.  
  
Knowledge of basic computer hardware setup and configuration  
  
Experience with desktop and server operating systems  
  
Experience in diagnosing complex technical issues  
  
Experience in trouble shooting network, server and operating systems  
  
Must have great skills in customer service skills  
  
WORK CONDITIONS  
  
The working environment of a IT Desktop Technician is usually in an office environment.  
  
Must have ability to perform essential functions, must have the ability to sit in for extended periods of hours and can manage to focus for several hours attending to the problems and solutions of company's computer system.  
  
Must be physically healthy to attend entering data into the computer terminal, read on computer screens and printed materials without the use of vision aids.  
  
Hear and understand speech at a normal level and on the phone.  
  
Physical ability to lift up to 25 pounds  
  
Find out why this organization has so many long-term employees!  
  
This is an immediate opening and cover letters are not required.  
  
We look forward to reviewing your resume.

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: TPD

Company: TPD