



Professional Services – IT Technician (Tier 1 / Dispatch)

MicroAge Manitoba provides small and medium sized organizations across the province with managed IT services and business technologies, supported by a team of skilled professionals.

Responsibilities:

- Coordination of all service requests / creating tickets in ticketing software
- Scheduling technicians, planning, and establishing work priorities
- Work with team members to resolve tickets, and ask for support when necessary
- Liaise with client contact(s) and internal teams to facilitate client service requirements (Through phone and e-mail)
- Identifying issues that may require additional resources / subject matter expertise and appropriate escalation
- Manage service team utilization and ensure all techs are at 75% utilizations week over week
- Resolve support tickets if time permits
- Gain certifications for Microsoft and other vendors
- Ensure all tickets are responded to in under 15 minutes
- Ensure all tickets have proper steps to reach client – phone, email, and reception

What You Bring:

- Superb attention to detail and organization skills
- Preferred Diploma and/or Secondary Education in IT or Networking
- Professionalism and excellent communication skills
- Experience with Microsoft solutions, industry certifications are an asset
- Experience with automation software
- Experience with high volume client request via email and phone
- A driver's license and a reliable vehicle is required



Remuneration

Salary - \$35,000.00-\$40,000.00

Benefits

Dental, Vision, Health, Accidental Death, Life Insurance, Long Term Disability

- Costs shared 50% (except long term disability)

- Optional

Vacation

- Two weeks (accruing); Three weeks after 5th anniversary

- 40 hours personal time off, does not accrue and resets at the beginning of each calendar year.

Job Start

- Flexible

- Work Hours 8:30 am – 5:00 pm (Monday through Friday) with flexibility depending on job demands
(Guaranteed a minimum of 40 hour per week)

Contact info

Leanne Kutchma (She/Her)

Director of Operations

MicroAge Manitoba

1038 Portage Avenue, Winnipeg, MB R3G 0S2

Main: (204) 779 1700

Direct: (204) 813 2538

leanne.kutchma@microagemanitoba.com