Details

Work Order Requisition ID: BNSJP00006944

Work Order Requisition Title: Technical Support - 1

Hiring Manager: Senior Manager - Production Support

Location Address: 2201 Eglinton Avenue E, Scarborough

Hours: Shift work (7:30- 3) or 3-11 PM

Contract Duration: 02/12/2018 to 10/31/2018- possibility of extension Number of Positions: 1

Group

• GTS-ECCO-Operations & Infrastructure Services

Summary:

The main function of a Technical Support is to provide technical assistance to computer system users. A typical Technical Support is responsible for answering questions or resolving computer problems for clients in person, via telephone or from a remote location.

Job Responsibilities:

• Answer user inquiries regarding computer software or hardware operation to resolve problems, typically of a lower complexity • May install software or perform hardware testing remotely • Enter commands and observe system functioning to verify correct operations and detect errors • Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities • Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support

Qualifications:

• Associate's degree in computer related field or equivalent training required • 0-2 years’ experience required • Verbal and written communication skills, problem solving skills, customer service and interpersonal skills • Basic ability to work independently and manage one’s time • Knowledge of computer software, such as configuration management software, desktop communications software, operating system software and internet directory services software

Candidate Requirements/Must Have Skills:

1) 2-4 years of experience within a tech support role

2) Tools highly preferred- CA 7 Sceduler, autosys workload automation, TSO, JCL would be great

3) Microsoft Office Suite, computer skills

4) Great communication skills- written and verbal

Degrees or certifications:

• Bachelor's degree or Post-Secondary education

Additional notes: This role is not production, resource will be monitoring critical batch systems, 400 applications, if issues arise, they will login and fix issue or escalate to level 1. This team is a level 0 shop and level 1 support. Looking for an asset to grow within the team and bank.