

## MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	ICT CUSTOMER SUPPORT: TIER 1 ((ICT TECHNICIAN)
JOB NUMBER	3323
NUMBER OF POSITION/S	1
NOC CODE	2171
CLOSING DATE	2018-07-09
LOCATION	Winnipeg, MB Fort Garry
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	40
HOURLY WAGE RANGE	TBD
WAGE DETAILS	Pay depends on experience.
JOB TERMS	TBD
JOB DESCRIPTION	<p>An ICT Customer Support Tier 1 is responsible for first-line support acting as the single point of contact for the entire organization. Timely and effective end user workstation deployment, support, maintenance and, warranty repair is provided through remote support. Remote monitoring and event actioning of network and server infrastructure to provide proactive and contractual support is also provided. Finding the fastest path to resolution is the primary objective in this role. This role will also assist in other information technology projects for Epic and its clients. This will be accomplished by using industry standard troubleshooting practices, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary. This ICT Customer Support technician will be responsible for following standardized escalation procedures and communicating effectively with all other teams in the company.</p>
JOB DUTIES	<p>Resolve end-user IT incidents, problems, requests and standard changes. Including password resets, software support, hardware support network connectivity and so on.</p> <p>Provide one-on-one end-user support and problem resolution via telephone, e-mail, remote and onsite.</p> <p>Work with vendors and third parties on behalf of the end user to ensure best customer experience.</p> <p>Follow standardized escalation procedures to ensure timely resolution of complex problems</p> <p>Assist technical resources by troubleshooting software, hardware, and network issues.</p> <p>Where necessary, assist network technicians in installing network equipment. Under the direction of a systems engineer or team leader; Participate in installs, moves, adds, and changes to network and systems access.</p> <p>Accurately log work orders/ConnectWise tickets and resolutions; maintain</p>

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<p><b>JOB DUTIES</b></p>	<p>vigilant maintenance of this process.            Compile, maintain, and file all repair records, reports, and other documents as required.            Always maintain a high degree of professionalism, courteousness, and friendliness.            Provide single point of contact for organization. Provide one-on-one end-user support and problem resolution via telephone, e-mail, remote and onsite. This includes receiving all customer interactions and routing them to the correct group if they are unable to resolve. Attempt to resolve all end-user IT incidents, problems, requests and standard changes.            Follow standardized escalation procedures to ensure timely resolution of complex problems.            Assist technical resources by troubleshooting software, hardware, and network issues.</p>
<p><b>QUALIFICATIONS, REQUIREMENTS &amp; SKILLS</b></p>	<p>High school diploma or equivalent, with a Technical college or university degree preferred, or an acceptable combination of education and relevant experience.            Education in Networking and Computer Technology, Computer and Information Systems Technology or equivalent is preferred.            Minimum experience required: 0-2 years            Ability to diagnose problems applying industry best practices, perform repairs on IT assets, and provide support for a wide range of applications.            Able to quickly analyze issues and determine best course of action using available resources.            Sound judgment to escalate issues to senior members within the organization.            Excellent written, oral, and telephone communication skills.            Ability to work in a fast- paced environment and under pressure            Some experience in desktop/laptop repair is desired            Excellent teamwork and customer service skills            Service oriented, adaptable and resilient            Excellent attention to detail, quality and control            Ability to lift up to 50 lbs as required            Overtime may be required            Acceptable Criminal Record Check</p>
<p><b>APPLICATION PROCESS</b></p>	<p>Send targeted resume            Apply through your CC</p>
<p><b>APPLICATION DETAILS</b></p>	<p>Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.</p>
<p><b>JD</b></p>	<p>Norm Mayer</p>