

DESKTOP SUPPORT TECHNICIAN

Our client, a growing IT business in Wellington/Perth area, is currently seeking a full-time Desktop Support Technician to join their customer service team.

The successful candidate will:

- Provide first class level customer service to small businesses ensuring that all clients are treated efficiently and in an appropriate manner;
- Clearly communicate technical concepts to non-technical staff and clients;
- Configure and install PCs, wireless networks and peripheral devices (such as printers, scanners, mobile/smart phones);
- Diagnose and resolve a range of computer problems including, but not limited to, hardware, software, networking, and printers;
- Provide internal cloud solutions;
- Execute network administration such as creating profiles and managing permissions;
- Develop, prepare, and customize network devices;
- Coordinate warranty service where applicable;
- Provide break-fix/help desk support via telephone, remote and desk side methods;
- Other duties as assigned.

The qualified candidate will have:

- Successful completion of degree or program in computer science, business computing, or related field or equivalent combination of education;
- A+ Certification is considered an asset;
- Thorough troubleshooting skills;
- Exemplary customer service skills;
- Valid G Class driver's license;
- Ability to travel;
- Excellent ability to communicate to clients by understanding their knowledge and abilities technically;
- Physical ability to lift equipment up to 50lbs and perform in and around confined spaces.

Our client offers a competitive compensation package including benefits. If you are interested in a challenging position working in a customer service environment, please submit your resume and cover letter in confidence by e-mail or regular mail to:

Ward & Uptigrove Consulting & Human Resources
Attention: Kelsey Frank
P.O. Box 127
LISTOWEL, Ontario N4W 3H2
Email: KelseyF@w-u.on.ca



We are committed to providing a barrier free workplace. If accommodation is required during the selection or interview process, it will be available upon request. This job posting is available in an accessible format upon request.

We thank all candidates for their interest; however only those candidates selected for further screening will be contacted. No phone calls please.