

RNC**Employment Service**

905-727-3777

222 Wellington Street East, Main Floor

**Service Desk Analyst****Job # 2018-12-001**

NOC / NAICS	2282 / 423430	Date	December 3, 2018
Location	York Region Richmond Hill: 404 / Mjr. Mackenzie	Wages	Competitive based on experience
Experience (Yrs.)	<input type="checkbox"/> 0-1 <input checked="" type="checkbox"/> 1-3 <input checked="" type="checkbox"/> 3-5 <input type="checkbox"/> 5+	Hours/Week	35+ hours / week
Employment Type	<input checked="" type="checkbox"/> Perm <input type="checkbox"/> Temp <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT	Schedule	Variable
Benefits Available After Probation Period	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes: Extended health benefits, ongoing learning, +++ other perks		
Workplace / Physical Requirements	N/A		

Company

Canada's largest privately-owned and operated Information Technology (IT) solution provider with extensive service and support resources is hiring! Their vision is to "simplify the business of technology, together" by focusing on business objectives and outcomes, aligning the most relevant and effective IT solutions to meet those requirements and providing extraordinary ongoing support capabilities.

Every day, over 1500 dedicated employees across Canada focus on providing extraordinary customer service and support experiences to private and public sector organizations. Since 1981, they have developed a strong reputation with market-leading vendors and customers for creating, implementing and supporting creative IT solutions that delight thousands of customers.

Job Duties

- Provide Service Desk technical support to users either via phone, email or desk side as required
- Build relationships with customers both in person and over the phone
- Provide advanced troubleshooting for all types of technical inquiries, service requests, and issues involving computers, network, smartphones/tablets, AV systems, enterprise applications/systems
- Contribute to team innovation through ideas for process improvement and efficiency
- Develop, implement, and/or participate in the preparation knowledge base articles and/or documentation for Service Desk use; make recommendations for improvements
- Document all problems and solutions in the Service Desk Tracking System
- Be available to work rotating schedules which include evenings, weekends and holidays

Requirements

- Exceptional customer service and interpersonal skills, with a focus on rapport-building
- Ability to clearly communicate over email and phone

- 2 years of experience of related customer service experience
- Related technical experience in either a work or school environment
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a fast-paced environment
- Experience working in a team-oriented, collaborative environment
- A college diploma or university degree in the field of computer science is an asset

How to apply

Compugen will be at RNC Employment Services for a JOB FAIR on Tuesday, December 11th from 1:00pm-3:00pm – Register at our front desk to reserve your interview!

Disclaimer

RNC Employment Services reserves the right to submit applicant resumes in their sole judgement directly to employers only following registration. Registration in itself does not determine applicant job posting eligibility. Further RNC is not responsible for employer hiring decisions which may pre-empt registration.