



BoloNet

IT SUPPORT ANALYST

Our Client, a Financial Institution, has a need for an IT Systems Support Analyst. This is a Tier 1 position located in their Toronto office.

Function:

You will act as a Tier 1 technical support for all company employees relating to PC, Network, mobile, software and connectivity issues clients for all of our branch and office locations. You will work closely with IT Manager to provide IT office remote and onsite support when needed. Access to a reliable vehicle is required to commute to our various locations when onsite support is needed (50% remote support / 50% onsite support).

Duties and Responsibilities:

- Monitor and troubleshoot PC, Network, software, mobile devices, and other computer peripherals.
- Install PC software
- Install software patches
- Work directly with users for troubleshooting and support issues
- Assist with IT asset management
- Create, maintain and update IT documentation
- Acting as the first line of support to initial IT support inquiries
- Document problems in ticket management system (SysAID)
- New user Desktop/Laptop Imaging
- New user Desktop/Laptop configuration
- Rack and install network hardware
- Network cabling (adding ports, cabling switches)
- Logging all IT support activity in problem ticketing software
- Procurement of IT office supplies
- Manage Office Support related vendors

Job Specifications

Candidate profile:

- Excellent communications skills (verbal and written)
- Excellent customer service skills; this position interacts with all staff positions
- Experience trouble shooting PC laptops and desktops
- Experience trouble shooting network hardware
- Experience working with Mail Servers

Technical Requirements:

- Strong PC troubleshooting skills
- Proficient with Windows 10 technical support.
- Experience troubleshooting Office/Outlook /2016/365
- Proficient with Office 365 and Exchange Online.
- TCP/IP Networking
- Experience with network connectivity (IP setup, adding network printers)
- Experience with PC setup (imaging, configuration of Windows Platform software)
- Experience with installing hardware
- Able to work with and meet multiple deadlines and Service Level Agreements.
- Excellent documentation skills
- Excellent time management and multitasking skills
- Excellent organizational skills
- Ability to take ownership of support requests from beginning to successful completion.
- Ability to coordinate and implement office hardware upgrades and replacements
- Ability to maintain accurate records and inventories of corporate assets

Education Requirements:

- High School diploma or equivalent experience
- 3+ years of experience with Information Technology hardware and software support
- 3+ years of experience in an enterprise, break-fix environment
- 3+ years of hands-on technical knowledge of laptops, desktops, and software installation required.
- CompTIA A+ designation, Windows 10, and MCSE designation all considered asset

Other Requirements:

- Ability to lift up to 50lbs
- Independent Worker
- Thinks creatively
- Takes initiative to learn and adapt to new or changing environments.
- Eager to learn new Information Technology skills
- Continuous improvement mindset
- Effective communication skills (oral and written).
- Self-directed, effective, and efficient problem solver
- Strong interpersonal, verbal, and written communication skills

Working Conditions:

- A standard office environment is provided
- Travel to various credit union and meeting locations within the province will be required
- Work schedule is based on normal business operating hours, including Saturdays
- We require flexibility in scheduling, as this position sometimes requires individuals to work outside of normal business hours, including Saturday's.
- Works with confidential and sensitive information and must always maintain confidentiality.

Additional Information

*This job description is not intended to be all inclusive. The candidate hired will also perform other reasonable related business duties as assigned by the supervisor. The company reserves the right to revise or change job duties as needed. This job description does not constitute a written or implied contract of employment.

BoloNet Inc and their Client for this position are equal opportunity employers and values diversity in its workforce, encouraging applications from all qualified individuals.

By applying to this position, you are confirming you possess either a Canadian citizenship, permanent resident status or valid work permit.

Please note: Reference Checks, Credit Checks and Criminal Background Checks will be administered on suitably qualified candidates