

## IT SUPPORT TECHNICIAN (Bilingual preferred)

### Reporting to the IT Support Administrator, the Customer Service Technician:

#### Customer Support

- Provides first level of customer support to both internal and external clients who are using Contact North | Contact Nord's information technology platforms, systems and services
- Uses active listening skills, probing and troubleshooting techniques to successfully resolve technical support issues over the phone and via web tools with clients who often have a very basic knowledge of Contact North | Contact Nord's information technology platforms, systems and services
- Identifies issues requiring Tier 2 support and escalates when appropriate
- Provides appropriate follow-up, documentation (ticketing system) and response to client

#### Systems Maintenance

- Works as part of a team of specialists, in which team members work collaboratively and autonomously to ensure all platforms, systems and services operate optimally and without unscheduled interruption
- Creates user accounts, tests, installs and configures equipment and software, performs required maintenance and updates to systems and software
- Monitors systems, identifies service interruptions and alerts appropriate staff in a timely manner
- Functions as an proactive member of a self-managing team

#### Information & Data Management

- Assists with gathering, cleaning and entering data on courses and programs
- Runs reports and queries
- Maintains and updates information, instructions, procedures and guides in SharePoint
- Performs simple updates/changes to websites in html
- Posts notices re systems outages/maintenance

### What you need to be successful:

- 1-2 years' experience providing technical support to internal and external clients on systems, platforms, software and devices
- Excellent communications skills, verbal and written communication in English
- French communication skills, verbal and written, would be an asset
- Working knowledge of computer software, such as configuration management software, desktop communications software, operating system software and Internet directory service software
- Working knowledge of Windows 10, Apple and open-source operating systems
- Working knowledge of Microsoft 365 (Exchange, Word, PowerPoint and Excel)
- Analytical, problem solving and organizational skills, with demonstrated ability to diffuse problematic situations and provide a positive client experience
- Proven ability to work with minimal supervision, as part of a self-managing team, and exercise sound judgement and diplomacy when dealing with clients
- Valid, class G driver's licence
- Post-secondary diploma in information technology, computer science, networking, electronics, and/or telecommunications would be considered an asset
- Requirement: Proof of full vaccination against COVID-19 is required

### What we provide:

- A dynamic and friendly work environment in which employees have an opportunity to do meaningful work helping Ontarians get the education and training they need, contribute their expertise to improving the services we offer and continue to develop their potential
- 35 hours per week, Monday to Friday, shift work between 7:30 a.m. - 10:30 p.m.; ability to work some overtime (paid at 1.5x) and/or accommodate sporadic weekends is required
- An attractive compensation package:
  - \$21.68 per hour starting wage
  - Competitive full-range benefits package
  - Employer/Employee Group RRSP matching contribution plan of 6% each
  - 15 days of accumulated paid vacation annually

### How to apply

- Submit to [resumes@contactnorth.ca](mailto:resumes@contactnorth.ca) with a cover letter and résumé
- Quote Job Competition number **#21-103-ITWS** in the subject line of the e-mail
- **This position is open until filled**

# Join Our Team!

#### WHO ARE WE?

As Ontario's community-based bilingual distance education and training network, Contact North | Contact Nord helps underserved residents in 1,300 small, rural, remote, Indigenous and Francophone communities access education and training without leaving their communities.

#### READ MORE

**CONTACT NORTH** Supporting Rural & Remote Ontario  
Soutenant l'Ontario rural et éloigné

We are an **equal opportunity employer.**

Upon request, accommodations due to a disability are available throughout the selection process.

#### LOCATION

The position is based in Ontario.