

We have an immediate opening for an IT professional with extensive technical, customer service, communication and troubleshooting skills for the following position:

IT Support Technician
Thunder Bay Operations Centre
Competition #20-29-ITWS

What we do

Contact North | Contact Nord helps underserved Ontarians in 600 small, rural, remote, Indigenous and Francophone communities by making it possible for them to access education and training without having to leave their communities.

What you do as a member of our team

Reporting to the Director, Financial Services & Organizational Planning, 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, where team members work collaboratively and autonomously to ensure all Contact North | Contact Nord 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
- Monitor systems, identify service interruptions and alert appropriate staff in a timely manner
- Functions as a proactive member of a self-managing team

Information & Data Management

- Assist with gathering, cleaning and entering data on courses and programs
- Run reports and queries
- Maintain and update information, instructions, procedures and guides in SharePoint
- Perform simple updates/changes to websites in html
- Post 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 is required
- High standard verbal and written communication in French is 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 Microsoft, Apple and open source operating systems
- Working knowledge of MS Office Suite (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 license
- Post-Secondary diploma in information technology, computer science, networking, electronics, and/or telecommunications would be considered an asset.

What we provide

- A dynamic and friendly work environment where 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 7:30am-11:00pm; ability to work some overtime and/or accommodate sporadic weekends is required
- An attractive compensation package:
 - \$19.89 to \$23.05 per hour starting wage based on experience
 - Shift premium for evening shift, 1.5x after 35 hours
 - 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

- **This position is open until filled**
- Submit to resumes@contactnorth.ca with a cover letter and resume
- Quote Job Competition number **#20-29-ITWS** in the subject line of the email

*We are an **equal opportunity** employer. Upon request, accommodations due to a disability are available throughout the selection process*