WE'RE HIRING! ●

Help Desk Technician - Toronto

Dominion Voting is searching for a **Help Desk Technician** to join our team in Toronto! This position will perform a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations and network performance meet company and user requirements; manage ticket queue and provide support to staff on all company-supported applications; and troubleshoot computer problems and advise on appropriate action.

Responsibilities

- Serve as the first point of contact for users seeking assistance over the phone or via ticketing system.
- Monitor ticket queue and quickly triage requests for front line resolution or assignment to other resources.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Investigates user problems and determine the best solution based on details from the user.
- Educate users on best practices related to computer and application usage.
- Record problems, requests, and resolution activities within ticket logs.
- Provide follow-up to ensure user requests are resolved.
- Onboard new employees with required equipment for job function and provide helpful information in regard to access and usage of systems.
- Administers end-user workstations and supports end-user activities.
- Installs, configures and maintains personal computers, disk drives, printers, file servers, network cabling, and other related equipment, devices and systems.
- Provide excellent customer service.
- Identify, suggest, and implement improvements for our users and internal processes.
- Performs and/or oversees software and application installation and upgrades.
- Troubleshoots networks, systems and applications to identify and implement resolution.
- Maintains confidentiality with regard to the information being processed, stored or accessed by the end-users on the network.

Qualifications

- Undergraduate degree in Information Systems, Technology, or similar.
- 1-3 years of IT Help Desk experience is required.
- Ability to communicate technical information to nontechnical personnel.
- Ability to install, configure and maintain personal computers, networks and related hardware and software.
- Knowledge of computer and/or network security systems, applications, procedures and techniques.
- Ability to identify and resolve basic computer system malfunctions and operations problems.
- Skill in organizing resources and establishing priorities.
- Excellent verbal and written communication skills.
- Ability to learn and support new systems and applications.
- Experience with Office 365 Administration preferred
- Experience with Jira Service Desk and Confluence preferred
- Windows 10 Operating System support preferred
- Experience with Microsoft SCCM (System Center Configuration Manager) preferred

Click here to apply!

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Dominion Voting is an Equal Opportunity Employer

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