

ARE YOU OUR NEXT SERVICE DESK ANALYST?



Working at IT Weapons

You should have proven problem solving skills and the ability to work both independently and with a team to meet aggressive timelines. Successful applicants are able to work in a fast-paced, highly collaborative environment. We are looking for applicants who take pride in the quality of their work and who share our commitment to honesty, integrity, and personal accountability. You must have strong verbal and written communication skills and the ability to interact professionally with a diverse group of technical personnel, executives, managers, and subject matter experts. A sense of urgency for task completion and for client experience are essential.

Responsibilities

- Provide frontline support for both hardware and software issues via telephone or remote assistance in a timely manner
- Root cause analysis for end user problems
- Escalating technical support issues internally and externally with manufacturers (Microsoft, Dell)
- Monitoring client IT systems to ensure maximum efficiency and minimize downtime
- Following up on ongoing support issues and communicating developments to clients
- Assisting in the maintenance of the IT Weapons Data Centre as assigned
- Assuming the 24/7 Technical Escalation Service Desk on-call duties as scheduled/required
- Create Technical Documentation
- Server patching and testing
- Submit regular time sheet entries
- Ongoing professional development and industry certification

Education/Certifications

- University Degree and/or related Technical Diplomas are encouraged
- IT technical certifications would be of benefit to a successful candidate

Preferred Experience

- Business application support (Microsoft Office, Outlook etc...)
- Troubleshooting Citrix and LAN/WAN connectivity issues
- Active Directory and Microsoft Exchange administration
- Support for Windows Server, BlackBerry Enterprise Server
- Familiarity with server virtualization (VMware, Microsoft System Center)
- Mobile device support (iOS, BlackBerry, Android)
- NOC (Network Operating Centre) monitoring and client communication
- Service ticket administration and time entries
- Onsite desk-side support
- VoIP phone system troubleshooting and support
- Hardware configuration – setting up computers, thin client, iPad's, etc.
- Candidates must have a valid drivers license and 24/7 access to a vehicle
- *Bilingual (French) optional



WEAPONS
isn't it time you felt safe?

www.itweapons.com