

Prairie IT Services Ltd. is looking for a part-time Ticket Coordinator, to assist with the daily ticketing system for our clients and their IT needs. The Ticket Coordinator provides daily support to the various business clients and ensures conformance with our established guidelines. Working in a fast-paced environment, the Ticket Coordinator must have strong communication skills and the ability to effectively multitask constantly.

Roles and Responsibilities

- Manage incoming support tickets via phone, email, and the ticketing system.
- Provide professional and courteous customer/client support to all Prairie IT customers.
- Triage and categorize requests, assigning them to the appropriate technician based on priority.
- Provide basic IT support for end users, including:
 - Password resets
 - Basic troubleshooting of computers and printers and software
 - Assisting users with common Microsoft 365 issues
 - Guiding users through simple fixes over the phone.
- Communicate with clients providing updates on ticket status and resolutions.
- Follow up on unresolved tickets, ensuring issues are addressed in a timely manner.
- Assist with technician scheduling and coordination.
- Maintain accurate documentation and ticket notes with attention to detail.

Skills and Knowledge

- Communicate effectively both orally and in writing with people of various levels of comprehension of their computer systems.
- Ability to work independently and within a group.
- Foster a respectful workplace environment and atmosphere.
- Demonstrate the ability to be self-motivated and able to make decisions proactively and strategically.

Education and Experience

- Minimum of 1 year experience in a similar IT environment, and/or a Diploma in computer systems technology or related discipline.
- Ability to work within various Microsoft applications.

If you are this person, please apply to hr@prairieit.ca with a resume and cover letter by March 23, 2025. We offer a great work life balance with a fixed schedule.