



TECHNOLOGY ASSISTANT

The HelpTek Technology Assistant will assist in a number of areas within the business including, but not limited to, sales, repairs, warehousing, and e-commerce.

Assists in doing troubleshooting and repairs of computers, phones, tablets and other IT related equipment. May also provide support to users of this equipment in the way of sales, installations or repair. In addition, may assist with e-commerce related work, web design, and social media. In the warehouse, the Technology Assistant would be expected to assist with stripping down machines for parts, cataloging, and other inventory management jobs.

The Technology Assistant is required to interact with customers, and does so promptly, responding to all requests in a calm, courteous and efficient manner. He/she demonstrates a good knowledge of and provides information to customers about products when asked.

Duties are performed primarily at the HelpTek store, but occasionally travel may be required to jobsites in the Westman area.

Due to the diverse nature of this position, training will be provided as necessary. We seek only a motivated, technologically capable individual.

Education: Grade 12 and/or post secondary education with coursework related to one or more areas within a technology sector.

License: Must have a valid driver's license and access to a reliable vehicle.

Cognitive Skills:

- Has good problem solving skills.
- Ability to focus mentally for long periods
- Ability to Multitask an asset

Communication and Personality:

- Strong interpersonal skills a must.
- Organized
- Ability to speak in a clear concise manner i.e. excellent speaking skills
- Ability to empathize with customer needs when communicating. Ability to respond to customer concerns in a calm and emphatic manner a must.
- Should have good written and oral skills.
- Should have good Instant Messaging skills.
- Ability to communicate promptly and clearly despite a rushed or stressful environment.

Candidate should respond with a letter of introduction and resume stating skills, education, work hours desired and anything else pertinent to prospective employment with HelpTek IT Services.