

IT Services Technician

Job Type:

Full-Time

Permanent

About Us:

Helptek Computer Services was founded in 2000 and is locally owned and operated. We are a Technology Managed Service Provider. We maintain, troubleshoot and repair computers, phones, tablets, and other IT related equipment for residential and small businesses in Brandon and the Westman area. We strive to provide our customers with honest, knowledgeable, and quality service.

Job Overview:

We are seeking an individual who is enthusiastic about the world of technology. The primary role day to day as a IT Service Technician is to support our clients. The tasks to be completed in a day can be very wide ranging from network installs to assisting a user with their printer or managing servers for a company.

Responsibilities and Duties:

The following is a list of common duties that are expected of the successful candidate, but are not limited to:

- Provide end user support to inbound phone and email requests
- Install, modify, and repair computer hardware & software for residential & business customers
- Run diagnostics to resolve customer issues
- Install, maintain, and repair network equipment and cabling.
- Educate customers to cause and effect of their issues when possible.
- Maintain accurate and up to date documentation through the change management process.
- Maintain accurate and real time up to date timesheets.

Qualifications & Requirements:

- Previous experience as a IT Technician or related roll is an asset, but not required
- Degree or Diploma in Information Technology or similar subject is an asset, but not required
- Problem solver and attention to details
- Excellent communication and interpersonal skills
- Outstanding organizational and time-management skills
- Enthusiastic about computer systems and technology
- Certification as IT Technician is an asset
- Class 5 driver license and reliable vehicle. Vehicle allowance is provided
- Smart phone with data plan

Cover letter and resume can be sent to apply@helptek.ca. We appreciate all applications; however, only those candidates select for an interview will be contacted.