



JOIN OUR TEAM!

IT SUPPORT TECHNICIAN – Brandon, MB

WESTMAN COMMUNICATIONS GROUP is seeking applications from energetic, highly motivated individuals to become part of our team. Westman is a successful, fast-paced and dynamic organization, with a positive, team-oriented work environment. We offer competitive compensation including a comprehensive and unique benefits package. Leverage your knowledge with a local technology leader.

Key Responsibilities

- Procurement, installation, configuration and troubleshooting of end-user computer hardware, software, systems, networks (LAN), printers, scanners, mobile devices (cell phones, tablets etc.) and desk phones, televisions, postage machines and other IT peripherals for WCG and WCG Radio staff
- Review and fulfill all hardware and software needs for new and transitioning employees
- Set up and manage employee user accounts
- Administer the purchasing and management of software licenses
- Log and process support calls and maintain support call queues
- Respond in a timely manner to service issues and requests
- Train and guide staff on computer hardware and software use. This includes preparing required training documents and user manuals to achieve this goal
- Plan & undertake scheduled end-user system maintenance, upgrades and hardware/software replacements
- Complete testing of new end-user hardware/software technology for compatibility and integration with other WCG systems
- Set up and manage user accounts and permissions within the Internal Corporate Network (ICN)
- Provide support in the testing and deployment of new applications and systems
- Coordinate with vendors and suppliers to resolve technical problems with the IT equipment and software
- Maintain an organize repository of documentation on day-to-day operations
- Prepare and present required documentation (manuals, how to's etc.) for internal staff training
- Achieve and maintain professional certifications and training as required
- Be alert to opportunities for innovation and improvement of policies, practices, and procedures
- Contribute positively in a timely manner to all phases of planning and implementation of various tasks undertaken

Qualifications

- Certificate or diploma in Information Technology or a related field
- One to two years of experience in a technical support role
- Expertise in the configuration and troubleshooting of MS-Windows operating system
- Working knowledge of Unix based operating systems (Linux, CentOS, Ubuntu etc.)
- Familiarity with desktop and laptop computer systems/components
- Preferred certifications in MCDST (Microsoft Certified Desktop Support Technician), MCP (Microsoft Certified Professional) and CompTIA A+/Network+
- Excellent soft skills with strong work ethic
- Good listening, oral and written communication skills
- Good analytical skills
- Ability to meet or exceed assigned timelines
- Ability to perform well in a team environment
- Willing to be available for emergency services as required
- Must be able to lift and carry 50 lbs.
- Ability to prioritize workload and meet changing deadlines and priorities
- Must hold and maintain a valid driver's license

As an equal-opportunity employer, we encourage applications from all qualified individuals. While we thank each applicant for their interest, only selected candidates will be contacted.

DEADLINE FOR APPLICATIONS: NOON on Monday, June 8th, 2020.

When applying for this position, please reference the position title in the subject line and/or the body of the email.

Please submit your cover letter and resume to:

Krista Derksen

E-mail: hr@westmancom.com