

**True North Sports + Entertainment is looking for an IT Support Technician with experience in information technology to join our team.**

The **IT SUPPORT TECHNICIAN (6-month term)** is an entry-level position that will be responsible for serving as the first point of contact for IT services, support requests and maintenance of all facets of Information Technology (“IT”) for True North.

**What to be excited for in this role:**

- Responding to service desk tickets onsite or remotely; maintain a high standard of organization and cleanliness at servicing sites.
- Fulfilling requests; installing and configuring software and hardware; set up user accounts, permissions, and passwords. Ensure security through access controls, backups, and firewalls.
- Troubleshooting software/hardware issues and upgrade operating systems as required.
- Liaising with vendors and other IT personnel for problem resolution.
- Provide event and facility support to all True North venues.
- Provide technical support to True North business and event partners.
- Providing status updates to users; report user feedback and potential product/ service requests.

**What we need from you:**

- Proven experience as a help desk technician or similar role supporting and maintaining critical IT systems.
- Technical training, which may include Community College or University training, vendor specific certification(s), and/or verifiable self-study.
- Ability to work with the utmost of discretion and confidentiality.
- Outstanding customer service, listening, and communication skills.
- Excellent interpersonal and customer service skills with the ability to provide services at all levels of the organization.
- Ability to be flexible and physically move/crawl in small, confined spaces to install cables.
- The ability to handle competing demands and related resource and schedule constraints.
- Ability to work effectively and independently, with limited supervision, and as part of a team.
- Strong working knowledge of the following are considered assets:
  - Windows and MAC operating systems.
  - Microsoft Office 365 and all commonly used business software.
  - LAN/WAN networks, TCP/IP wireless and structured cabling.
  - Strong understanding of wireless technology.
  - Experience with Firewalls and remote VPN remote implementation.
  - Experience with backup and recovery software and methodologies.
- Willingness to learn is a must for someone to be successful in the role – Given the changing nature of this field, applicants will be encouraged to and must be prepared to continually upgrade their knowledge and skills.
- Flexibility to work evening and weekend events.

**WE ARE TRUE NORTH.**

*We thank all that apply, however, only those selected for an interview will be contacted. No phone calls please.*

## Why you should join us

As a top employer in Manitoba since 2008, True North Sports + Entertainment offers challenging and meaningful work in a fast-paced work environment, exciting opportunities with room to grow and develop, a variety of work day-to-day, and a rewarding and enjoyable place to work with an emphasis on People & Culture.

At True North, we value and are dedicated to building a diverse, inclusive and authentic workplace. While all our positions require demonstrated competence to achieve success, we encourage you to apply even if your previous experience does not align perfectly with every qualification in the job description. You may be just the right person for this role, or other roles!

To apply for this position, please fill out the online application form by [CLICKING HERE](#). You will be asked to upload your cover letter and resume at the end of the form (combined into one document).

*Accommodations are available upon request throughout all aspects of the selection process. Candidates requiring accommodations may contact, in confidence, [hr@tnse.com](mailto:hr@tnse.com).*

Closing date: August 24, 2023

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