

TECHNICAL SUPPORT - Help Desk, Tier 1

LOCATION: Burlington, Ontario

A well-established and growing IT Managed Services Provider is looking for confident, pro-active professionals who will provide top-notch client service and help desk technical support to their clients. The successful candidates must have the unique ability to communicate technical information to both technical and non-technical users, get satisfaction by meeting deadlines and delivering expectations, enjoy a challenge and always look for opportunities for improvement.

RESPONSIBILITIES:

- Provide technical first line support/resolutions in a timely manner during standard working hours.
- Work overtime as and when required to meet our clients' needs
- Deliver best practices call management to ensure that all calls are logged in a consistent manner within the ConnectWise Incident Management System.
- Ensure all calls are updated and resolved within prescribed Service Leadership Agreement (SLA) targets.
- Provide an "above client expectation" of service
- Maintain static data as directed within ConnectWise
- Manage user accounts for the network, email, and applications for managed service clients
- Take part in knowledge sharing activities to include clients
- Undertake first line resolution activities
- Logical diagnosis of system errors to establish appropriate escalation or resolution
- Undertaking of daily monitoring and system administration tasks from checklists
- Updating system/support documentation and procedures
- Appropriate escalation of high priority incidents to specialist analysts and senior management

THE IDEAL CANDIDATE:

- Self-starter
- Enjoy change
- Client focused
- Effectively handle complex problems
- Resourceful
- Team player

EDUCATION:

- Network Administrator Diploma
- CCNA, MSCA Certification
- Comp TIA A+
- Comp TIA Network+
- Comp TIA Project+

EXPERIENCE

- New graduate with 2 years experience in full time or part time roles in Customer Service is an asset.
- Co-op experience in technical support/help desk an asset.

Qualified candidates please send your resume in confidence to careers@wwworks.com. Those who most closely match the requirements will be contacted to schedule a pre-screening telephone interview.