

Job title	IT Support Technician - Atholville
Reports to	<i>IT Manager</i>

Essential Duties and Responsibilities:

The IT Support Technician is responsible for various duties which include, installing and configuring computer hardware operating systems and applications, monitoring and maintaining computer systems and networks, asset inventory control, providing general IT support to staff.

Duties and Responsibilities

- Use word processing, spreadsheet, database or presentation software to prepare invoices, reports, memos, letters, financial statements and other documents.
- Ability to act with tact, good judgment, and discretion; sensitivity to confidential matters is required.
- Professional demeanor, a positive attitude and customer focused approach.
- Install and configure computer hardware operating systems and applications.
- Monitor and maintain computer systems and networks.
- Talk staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
- Troubleshoot system and network problems
- Diagnose and solve hardware/software faults.
- Replace computer parts as required.
- Set-up new users' accounts and deal with password issues.
- Test and evaluate new technology.
- Lift and move Servers and Desktops.
- On Call after hours.

Qualifications

- Ability to keep good records.
- Good oral and written communication skills.
- Good interpersonal skills.
- Good organizational and time managements skills.
- Ability to work independently and as part of a team.
- Ability to learn new technologies.
- Proficiency in English and French considered an asset.
- Experience with cloud-based services.



- Experience with VoIP services.
- Inventory control experience would be considered an asset.

Salary

\$35,000 - \$40,000.

Security Clearance

Security Clearance may be requested for this position.

Working Hours

Salaried Position - Monday – Friday, 8 am – 5 pm – SUBJECT TO CHANGE, On call and weekend work may be required.

Physical Requirements

Physical aptitude to perform tasks required for the proper management of Security & IT Operations.

Direct Reports

IT Manager

Direct Report Signature	
Employee Signature	
Date Approved	
Next Review Date	