

## NOTICE OF POSITION AVAILABLE

### Permanent Full-Time IT Support Technician

Conair is Canada's most experienced specialty aircraft operations provider, delivering a comprehensive range of aerial fire control products and services to a variety of national and international customers and partners. Our long-standing reputation for providing service excellence makes us an industry leader.

People define Conair and we currently have an opening for a full time permanent IT Support Technician position.

Reporting to the Director of Information Services as an IT Support Technician, you leverage your customer service skills and experience in troubleshooting, maintaining and setting up Windows operating systems and software to provide support to internal customers through Conair's Information Systems Help Desk. Your specialized knowledge of Windows and web-based software applications, as well as your experience working with Windows Server administrative tasks, assist you in performing computer software builds, rollouts and software updates in addition to other Information Systems administrative duties.

#### **In this role your duties will include the following:**

- Respond to support calls and emails from end users/contractors
- Document and prioritize all support requests
- Analyze, troubleshoot and resolve helpdesk requests
- Provide desktop support and assist end users with best use of existing systems
- Document all solutions according to steps taken to resolve issue
- Assist in end user training when new systems or applications are available
- Perform operating system image builds, rollouts and software updates
- Assist in configuring and managing mobile devices such as smartphones and tablets to Conair's IT standard
- Assist in the acquisition and rollout of computer equipment and software
- Develop, document and maintain computer configuration standards
- Implement software updates such as service packs
- Maintain an accurate inventory of all computer hardware and software
- Other related duties as required

#### **We are looking for someone with:**

- Exceptional ability to clearly and effectively express information and ideas in English, both verbally and in writing is mandatory
- Demonstrated ability to respond accurately to instruction
- Proactive with the ability and desire to problem solve in a dynamic environment
- Excellent time management and organizational skills with the ability to coordinate multiple activities and set priority of tasks
- Superior customer relationship management skills
- Ability to keep records, conversations and activities confidential
- Knowledge of Microsoft Office Suite, AutoCAD/SolidWorks and web-based applications.
- Knowledge of Microsoft 365 cloud environment
- Fundamental network troubleshooting skills
- Knowledge of IT trends with a keen interest in learning new technology

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### Training/Education:

- Information Technology or Network Specialist Diploma preferred
- Experience troubleshooting, maintaining and setting up Windows 7/8/8.1/10 operating systems
- Experience working with Windows software applications
- Experience in networking essentials
- Experience with Microsoft 365 administration an asset
- Previous experience working with Windows Server administrative tasks
- Customer service experience

If you are qualified and interested in this position, please submit your resume by May 11, 2021 to [comework@conair.ca](mailto:comework@conair.ca) with **IT Support Technician** in the subject line.