



Job Description:

Summary:

The Help Desk support is responsible for being a jack of all trades. Fellow staff members will call upon this individual when computers or printers need fixing; as well, as create username and passwords. Help Desk Support is responsible for timely and effective resolutions to end-user productivity issues as they relate to IT-serviced computer operations. This individual will perform a variety of moderately complex information technology support duties to ensure smooth delivery of technology services, doing this all while requiring minimum supervision. This will be accomplished by performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary.

Responsibilities:

- Analyze/ update/ collect/ deliver data
- Manage user access to software
- Administer user accounts
- Manage email distribution lists
- Audit accounts/data
- Quality Assurance on software
- Resolve end-user IT issues, such as password reset, software questions, PC hardware problems, Internet connectivity, configurations, etc.
- Provide one-on-one end-user support and problem resolution via telephone, e-mail, and other vehicles of communication.
- Perform in-person, on-site support of Apple Mac products, printers, and other peripherals.
- Diagnose and resolve minor network issues (e.g. LAN access).
- Participate in moves, adds, and changes to network and systems access for new, departing, or promoted/demoted employees.
- Accurately log work orders/help desk tickets and resolutions into help desk software management system; maintain vigilant maintenance of this process.
- Prioritize work orders/help desk tickets according to severity.
- Compile, maintain, and file all repair records, reports, and other documents as required.
- Always maintain a high degree of professionalism, courteousness, and friendliness
- Create training materials around company's technology
- Assist in minor IT projects (hardware setup/ deployment)
- Manage information updates in Company's internal software

- Post-secondary diploma or degree in computer science or equivalent is preferred.
- 2+ years of related experience with computers and providing customer service in a technological environment.
- Ability to diagnose problems, perform repairs on IT assets, and provide support for a wide range of cloud applications.
- Experience with Apple/Windows.
- Experience with managing Active Directory.
- Able to quickly analyze issues and determine best course of action using available resources.
- Sound judgment to escalate issues to senior members within the help desk organization.
- Knowledge of help desk management software vivantio a bonus.
- Excellent written, oral, and telephone communication skills.
- Able to communicate in user-friendly language.
- Knowledge of computer workstation setup.
- Exceptional multi-tasking abilities and prioritization skills.
- Strong customer service mindset.
- Team player able to work under pressure.
- Basic desktop/mac knowledge.
- Strong self-motivation to drive results.
- Excellent communication skills both verbal and written.
- Ability to multitask.
- Able to work in a result focused environment.
- Ability to analyze and interpret the needs of clients and offer the appropriate options, solutions.

To Apply: Please send your cover letter and resume, quoting the name of the position and location in the subject line to resumes@naturalhealthservices.ca.