

## JOB POSTING DETAILS

<b>Position:</b> Helpdesk Technician	<b>Status:</b> Full-Time Permanent
<b>Pay Structure:</b> Hourly, biweekly direct deposit.	
<b>Starting Salary:</b> Starting salary to be determined based on skills, experience and qualifications.	
<b>Location:</b> Great White North Timmins Office – 150 Algonquin Blvd. East, Suite 1A, Timmins, ON, P4N 1A7	
<b>Work Hours:</b> 40 hours per week, some overtime or evening and weekend work as required.	
<b>Work Locations:</b> Great White North offices, on-site at client offices and some work done from your home office.	
<b>Requirements:</b> You must have your own vehicle and a valid G level license, some travel as required.	

## THE GREAT WHITE NORTH ADVANTAGE

We want to make Great White North the best place to work, period. To achieve our goal, we try to provide as much autonomy as possible to our team while maintaining our high quality of service. We offer flexible work hours, generous compensation packages and an understanding attitude when it comes to personal or family commitments.

### **At Great White North, family always comes first.**

We offer a company paid family health benefits package and performance-based bonus opportunities. We also organize many company sponsored team events to celebrate our achievements throughout the year.

We are firm believers in the professional growth of our team by providing training and certification opportunities in line with your personal career roadmap. With all this in mind we aim to court and keep the best and brightest talent out there. Join our team of professionals and have your efforts help shape the IT industry!

## JOB DESCRIPTION

The Helpdesk Technician is primarily responsible for the successful troubleshooting and resolution of client support requests. Operating as a team, the helpdesk addresses incoming client requests in order of urgency and impact. The role has an advanced troubleshooting ability and is highly knowledgeable in desktops, laptop, printers and imaging devices. New workstation deployment and profile transition are completed by the Helpdesk Technician. Client satisfaction and communication when working on technical challenges is the primary goal of the position. The Helpdesk Technician develops, maintains and leverages the internal process documentation system and is responsible for deploying solutions that adhere to company best practices.

Secondary responsibilities include monitoring the RMM suite as well as other reporting systems for alerts and addressing them accordingly. The Helpdesk Technician administers client servers and network solutions to deploy standard requests and changes as needed. Complex non-standard server or network related changes are escalated to a Systems Engineer. The role administers, monitors and maintains the disaster recovery platform with backup restore requests performed as required.

The Helpdesk Technician is often the first point of contact for many client support requests. It is critical that timely and professional communication be used when making that first impression. The Helpdesk Technician must always be mindful of their impact on a client's time and work schedule.

## DUTIES AND RESPONSIBILITIES

- Provide technical support in person, over the phone and via remote support apps.
- Respond to client requests and inquiries in a timely manner.
- Answer incoming calls to the Great White North main line and address client requests.
- Build and deploy new client desktops and laptops in-house and remotely.
- Transport equipment to/from company or client locations as required.
- Administer and maintain internal and client disaster recovery solutions, restore backups.
- Administer and maintain internal and client server and network related solutions.
- Work with third-party support for warranty or software related requests.
- Monitor the Remote Management & Monitoring (RMM) suite for alerts or alarms that require troubleshooting.
- Respond to after-hours mission critical alerts received from the RMM system.
- Respond to after-hours mission critical requests from client stakeholders.
- Keep accurate track of time spent on company endeavors using the professional services automation platform.
- Work to refine and develop KPI's for company and client measurement.
- Update and create documentation for internal policies and procedures.
- Any out of town travel as required; any other duties as assigned.

## REQUIRED SKILLS AND QUALIFICATIONS

The Helpdesk Technician is an entry-level position within the company. There are no specific education or certification requirements for this position. An interest in Information Technology is necessary to succeed within the technical services department. Must be able to work independently and contribute towards common goals as a member of a team. Having hands-on experience and a moderate level of ability with the following solutions and concepts are considered assets:

- Microsoft Office suites and applications. (Outlook, Teams, Word, Excel, PowerPoint, OneNote, OneDrive, Visio)
- Microsoft Windows desktop operating systems. (Windows 7 to 10)
- Microsoft Cloud Services. (Azure, Office 365, Exchange Online, SharePoint Online, etc.)
- Microsoft Domain Topology, Active Directory, DNS, DHCP, Group Policy and Remote Desktop Services.
- LAN/WAN/DMZ/VPN networks, firewalls, network switches and wireless access points.
- VoIP telephony solutions, system & handset configuration and installation. (SIP, FXO, FXS, PSTN)
- Support of business machines such as copiers, printers, scanners, videoconferencing, fax and postage machines, etc.

## EXPERIENCE ASSETS

- Between 1 to 2 years' experience in a technical support or repair position within an IT related industry or company.
- Previous experience with ConnectWise; SolarWinds N-Able; Datto; IT Glue; Sangoma; Ubiquiti or Lenovo/IBM.

**Please visit the careers section of our website to start the application process:**

**[www.greatwhitenorth.com/careers](http://www.greatwhitenorth.com/careers)**

*This job posting will remain active and open until we find a candidate that is a right fit for our team.*