



Position: Helpdesk Technician
Status: Full-Time Permanent
Pay Structure: Hourly, biweekly direct deposit.
Starting Salary: To be determined based on skills, experience and qualifications.

Location: Great White North Office (150 Algonquin Blvd. East, Timmins, ON, P4N 1A7, Canada)
Work Hours: 40hrs per week, some overtime or evening & weekend work as required.
Work Locations: Great White North office and some work done from your home office.
Requirements: You must have your own vehicle and a valid G level license, some travel as required.

About Us:

The team at Great White North are a committed bunch of IT professionals that believe in crafting valuable IT solutions for our clients. We don't cut corners and always make sure things get done right. We enjoy working with technology every day and our company offers the freedom to create innovative IT solutions to solve interesting business challenges. To remain industry leaders, we invest heavily in the training and development of our team.

Our company earned the Timmins Chamber of Commerce's NOVA Business Excellence Award for the "Best Place to Work" in the city for good reason. There are no boring days at Great White North. We truly value and incorporate the input and ideas of every team member into our solutions. We're firm believers in developing careers for our team and not just creating jobs. We spend so much of our time at work that it needs to be a rewarding experience.

We believe in having fun at work and being passionate about what we do, our love of technology is clear in all that we accomplish. We're always looking for like-minded individuals that have an appetite for success to help us grow.

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 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. 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.

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, on-site and remotely.
- Administer and maintain the disaster recovery solution, restore backups.
- Administer and maintain the server and network related solutions.
- Work with third-party support for warranty or software related requests.
- Monitor the RMM suite for alerts or alarms that require troubleshooting.
- 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:

- Hands-on experience and a moderate level ability with the following solutions and concepts:
 - Microsoft Office suites. (Outlook, Word, Excel, PowerPoint, OneNote, Visio 2007 to 2016)
 - Microsoft Windows desktop operating systems. (Windows XP, Vista, 7, 8, 8.1, 10)
 - Microsoft Cloud Services. (Office 365, Exchange Online)
 - Microsoft Windows Server suites. (SBS, Essentials, 2008 R2, 2012 R2, 2016)
 - Microsoft Domain Topology, Active Directory, DNS, DHCP and Group Policy.
 - Microsoft application suites and features. (Exchange, SQL, RDS, IIS, RRAS)
 - LAN/WAN/DMZ/VPN networks, firewalls, network switches and access points.

Experience Assets:

- Some experience with software and devices from the following vendors/manufacturers:
 - ConnectWise; N-Able; Datto; IT Glue; Sangoma; Sophos; Open-Mesh; Ubiquiti or Lenovo/IBM.

Please visit the careers section of our website to start the application process: www.greatwhitenorth.com/careers

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