

CONSULTANT PROFILE

## Deskside Specialist/Consultant

The Deskside Specialist/Consultant will provide technical support to staff of Resolute and/or its clients as assigned. They will be responsible to ensure issues are resolved within established service levels. They will have strong end-user interaction/communication skills, the ability to support a wide variety of users through phone and email communication as well as be willing to travel occasionally to other client and/or office locations. Reports directly to the Helpdesk Supervisor.

### Areas of Expertise, Skills and Abilities

- Respond to email and phone requests for technical assistance through established helpdesk ticketing system
- Analyze and diagnose workstation problems reported by end-users and formulate viable solutions to satisfy user's requirements
- Resolve complex end-user issues in consultation with senior consultants, specialists and/or analysts
- Troubleshoot and resolve issues with workstation hardware and software
- Be proficient at providing effective onsite client support leveraging strong interpersonal skills to exceed client expectations
- Setup and deploy IT equipment including PCs, phones and peripherals for new employees
- Assist with client data backup and restore systems
- Perform remote desktop support for client, corporate and home office employees
- Assist senior consultants to accomplish assigned projects and/or tasks
- Train users on various "how to" questions regarding software and operating system activities as required
- Receive general direction on key objectives and guidance on complex unconventional problems when required
- Perform departmental and/or corporate office moves and additions
- Ensure Resolute standards and policies are solidly applied throughout the desktop environment
- Recommend improvements to desktop standard policies, processes and procedures for both internal and external clients
- Maintain a library of build images and related process documentation
- Provide on call support as required
- Perform other related duties as assigned

### Experience/Education

- College diploma, certificate or equivalent experience and training
- 2-4 years progressive experience in information systems positions
- 2-4 years' experience installing and maintaining personal computers and related hardware, software and other peripherals
- 2-4 years' experience working providing PC/Mac Support and/or in a Helpdesk environment

If you're getting feedback like this you'll enjoy the Resolute environment:

*"One of the most talented individuals I've ever worked with. An amazing ability to work at a detailed level while still having the foresight and knowledge to head off problems before they arise. They are always considering what's right for our business with a real customer focus."*

- Experience with Microsoft centric products such as Windows, Outlook and Office as well as Office 365
- Experience with Apple hardware and software products
- Experience with Windows Active Directory for routine changes such as resets
- Remote takeover tools and technologies
- Strong troubleshooting ability with the ability to communicate with other technical groups within the IT department
- Must have basic understanding of networking concepts, with some ability to troubleshoot simple connectivity between devices
- Ability to build Windows based workstations and install software applications
- Create and maintain support documentation for reference and team building
- Certifications such as MCSE, Network+ and A+ are a definite asset

### Knowledge Areas

- Effective time management and decision making skills
- Able to work to deadlines and work under pressure
- Must have strong interpersonal and communications (oral/written) skills
- Must have a strong customer service ethic
- Be flexible to work extended hours when necessary and deal with change effectively
- Able to work effectively and efficiently in a fast-paced environment
- Able to track work activities and time for proper reporting and billing as needed
- Able to work independently and in team environment
- Able to interact effectively with employees, management and suppliers
- Able to analyze problems and make decisions
- Be open to and research new ideas and methods
- Strong working knowledge of Windows operating systems, networks, and remote access
- Good organizational skills and reliability are essential
- Basic troubleshooting and supporting VoIP phone systems

### Working Conditions

- Normal office conditions
- Will be required to physically move computers and other hardware
- Overtime and/or on call may be required
- Traveling between different office locations within/outside city/province
- Periodic stress related to workload
- Must be flexible to work various shifts to support client business hour time zones (PST, CST, EST) including modified work day as required

**Applicants are encouraged to apply if they are a Canadian Citizen, Permanent Resident or on a valid open Canadian Work Visa. Sponsorships from foreign countries are not provided.**