



PROFILE

Service Desk Analyst

The Service Desk analysts are the first point of contact between Resolute and its clients. They are responsible for ensuring that technical incidents and requests for service are logged and assigned correctly. They will be detail oriented with strong end-user interaction/communication skills in both English and French with a strong focus on customer service. Reports directly to the Helpdesk Supervisor.

AREAS OF EXPERTISE, SKILLS AND ABILITIES

- Respond to email and phone requests, in English and French, for technical assistance through established helpdesk ticketing system
- Perform Level 1 triage/diagnoses of workstation problems reported by end-users and escalate/route issues to the correct resource for further troubleshooting and resolution
- Provide Asset Management functions using provided software; Tracking, maintaining and updating all changes to assets managed by Resolute to ensure the highest degree of accuracy
- Assist clients with password resets and ensuring they are able to connect to their computing resources successfully
- Assist Resolute's Deskside consultants to accomplish assigned projects and tasks
- Assist with departmental and/or corporate office moves and additions under Resolute supervision
- Ensure applicable 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
- Perform other related duties as assigned

EXPERIENCE / EDUCATION

- Technical college diploma, related certificates or equivalent experience and training related to Computing/IT Support
- Experience installing and maintaining personal computers and related hardware, software and other peripherals, providing PC/Mac Support and/or in a Helpdesk environment would all be considered as a major asset.
- Experience/Knowledge with Microsoft centric products such as Windows, Outlook and Office as well as Office 365 an asset
- Experience/Knowledge with Apple hardware and software products an asset
- Experience/Knowledge with Windows Active Directory for routine changes such as password resets
- Experience/Knowledge with remote takeover tools and technologies an asset

- Strong troubleshooting/reasoning ability with the ability to communicate effectively in English and French.
- Basic understanding of networking concepts, with some ability to troubleshoot simple connectivity between devices
- Create and maintain support documentation for reference and team building
- Certifications such as MSCA, Network+ and A+ are also 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 in both English and French
- 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 with direction and in team environment
- Able to interact effectively with employees, management and suppliers
- Able to analyze problems and assist in making decisions
- Be open to applying new ideas and methods/processes
- Strong working knowledge of Windows operating systems, networks, and remote access
- Good organizational skills and reliability are essential

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, while rare, could be required 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.

To apply, visit <https://www.resolutets.com/apply-now/>, and fill out the form or send your resumé to info@ResoluteTS.com.