

Job Description

Information Services Support Specialist – LEVEL 1 Help Desk – MTY GROUP



We are currently seeking an outstanding **Information Services Support Specialist** to help MTY's growing requirements.

Job Duties

The Support Specialists responsibilities include supporting internal MTY Group employee computers, phones and user access to Information Services.

Responsibilities

- Accurately testing, identifying, repairing, resolving, and documenting end user technical issues regarding /desktop support, printers and other electronic devices
- Hands on role where expected to provide 1st line IT support services to the business community ensuring that all requirements are met within agreed service targets
- To provide infrastructure administration functions
- Providing on-site cover during business hours
- Being prepared to work out of hours when required and to provide out of hours on-call support cover as required
- Troubleshooting and resolving software issues; reimaging computers/hard drives, back-up and restoring settings and associated systems administration activities
- Taking ownership of issues through to resolution on all appropriate requests.
- Categorize and prioritize end user support requests and service requests by utilizing a Customer ticketing system to track tickets and provide up-to-date status and information.
- Move equipment associated with escalated help desk incidents and service requests
- Performing asset inventory activities as required.
- Train and orient staff on use of hardware and software.
- Recommend and / or perform upgrades on systems (Workstations & Printers) to ensure longevity.
- This position requires the ability to work in a project-based environment requiring flexibility and teamwork.
- Performs other duties as assigned.

Requirements

- Excellent skills in user IT infrastructure - Desktops, Laptops, Printers, Handhelds, Smartphone etc.
- Strong technical skills in Microsoft operating system environment and business productivity applications i.e. Office
- Administration experience of MS Active Directory users & groups, policies and management concepts
- Proven team player
- Perfectly bilingual in English and French
- SQL experience an asset, not required

Qualification & Experience

- D.E.C. in computer science, technology or equivalent post-secondary designation
- At least 2 - 3 years of experience in End user support environment including VIP support
- Prior experience on Desktops, Workstations, Notebooks and Printers
- Installation and configuration – Desktop / laptop/ Printer/ Server/ Networks etc.
- Collaboration experience including remote control of PCs and video conferencing knowledge
- Deliverables to include ensuring the proper levels of run and maintain support and hands-on assistance for IT infrastructure projects /upgrades (workstations)
- Strong Microsoft Office skills (Outlook, Word, and Excel)
- Thorough understanding of Outlook's calendaring tool
- Understanding of Exchange functional accounts and how they are used within Microsoft technologies
- Strong customer service skills
- Ability to provide consistent, excellent customer support to entire staff, representing a variety of personalities and management levels
- Strong written and verbal communication skills (English and French language)
- Must be detail oriented and self-motivating
- Background security check mandatory
- Experience of working as team member in a geographically and culturally diverse team

- Forward CV & references to hr@mtygroup.com