



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:  
Toll Free Phone: (866) 225-9067  
Toll Free Fax: (877) 825-7564  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/06

## IT Technician

<b>Job ID</b>	<b>04-09-FA-A9-EA-74</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=04-09-FA-A9-EA-74">https://careers.indigenous.link/viewjob?jobname=04-09-FA-A9-EA-74</a>	
<b>Company</b>	Northwestel	
<b>Location</b>	Whitehorse, Yukon	
<b>Date Posted</b>	From: 2020-05-27	To: 2020-06-26
<b>Job</b>	Type: Full-time	Category: Telecommunications
<b>Job Start Date</b>	June 08, 2020	
<b>Job Salary</b>	\$27.00 - \$44.00 Per Hour	
<b>Languages</b>	English	

### Description

At Northwestel, we're driven by a common vision of a highly connected North where every Northern Canadian can prosper and thrive. We're getting there by delivering the most innovative communications solutions for the #North. We know there's more to your decision about where you work than just the work itself. Along with a professional and fulfilling work environment, you'll enjoy competitive pay, team incentive plan, comprehensive benefit program and a commitment to ongoing professional development.

#### JOB RESPONSIBILITIES AND DUTIES:

Provide 1st level support via phone or remote control for internal customers by logging problems/requests/issues and where possible providing assistance on a variety of hardware and software problems including operating system support, peripheral devices (printers, monitors, PCs, etc.), communication problems, application support, system access problems, and database support.

Provide 2nd level technical desktop support for internal customers on a variety of hardware and software problems including operating system support, communication problems, application support, system access problems, and database support.

Work with end-users in analyzing, troubleshooting and resolving hardware/software and basic network support issues.

Perform centralized network administration duties such as setting up new Network/email accounts, password resets and changing access levels in various applications.

Perform installation, testing and maintenance of desktop/laptop hardware and associated software components.

Re-image computers, perform data migrations and restorations, and conduct remote problem solving

Perform in-house desktop/laptop repairs for equipment not under warranty, and initiate service from maintenance vendor if not repairable in-house

Provide technical input into desktop architecture and infrastructure planning as a member of the planning team.

Utilize 2nd and 3rd level support when necessary to resolve incidents and re establish normal customer service within service level parameters.

Troubleshoot customer reported incident and initiate corrective action by walking user through solution or remote control of user's desktop computer.

Uses appropriate communication skills and questioning techniques to assess customer needs in a timely manner.

Performs analysis concerning incident reports, identifying potential common source patterns to identify problems or major incidents.

Maintain and document system procedures and processes.

Provide follow-up client contact to ensure satisfactory resolution of service requests and to solicit input concerning need for support services.

Analyze and research technical solutions to customer problems and maintain, and document system procedures and processes.

Monitor incidents for escalation, ability to escalate to management of incidents not being action in a timely way.

Communicate outages (planned or unplanned), major changes to key stakeholders.

Ensure quality of the incident record prior to resolving the incident

**\*\*Must be available and willing to work scheduled and unscheduled overtime (on Standby as per LOU or via Call out), including Saturdays and Sundays as required.\*\***

#### REWARDS AND BENEFITS:

Northwestel Employee Discount (Television, Telephone and Internet) Bell Employee Discount ( wireless & video) and Vendor Discount (Electronics, Clothing, Vehicle and so much more)

Extended Health Care (Medical, Dental and Vision)

Team Incentive Plan

Vacation Travel time ( Up to 3 weeks per year)

Career Development Benefit Program (Offer support for education or qualifications they need for career development)

Employee Pension and Share Purchase Plan

Health and Wellness Programs

As a safety conscious CORA, Certified organization, we have an established and comprehensive safety program. We expect all employees to participate in our organizational health and safety programs, adhering to all safe work procedures focused on continuous improvement.

Northwestel values diversity in the workplace and is committed to the goals of Employment Equity. We strive to achieve a skilled workforce that is representative of the population we serve, and as a Northern company, we are committed to the employment and career development of our

Indigenous peoples. Candidates must clearly indicate on their application if they are an Indigenous person, a woman, a person with a disability, or a visible minority if they wish to receive hiring preference.

### Experience

#### KNOWLEDGE AND SKILLS REQUIRED

2-3 years experience in IS/IT support preferably in Service Desk, Helpdesk or Desktop environment dealing with hardware & software issues.

Must be able to demonstrate qualifications by passing an exam with a grade of 70% or better.

Excellent working knowledge of: Windows client operating systems (Windows 7/10), Active Directory, LANdesk, Microsoft Outlook and TCP/IP protocols.

Desktop application software, including Microsoft Office, Internet Explorer, VMware and Oracle client.

Must be able to follow process and management directives.

Must have excellent English oral, comprehension and written communication skills and ability to convert technical terms into everyday language to ensure understanding.

Very detailed and team oriented individual with excellent customer service, interpersonal and problem solving skills.

Demonstrated ability to work well under pressure and handle frustrated clients.

Must be able to multitask in order to reprioritize tasks quickly and deal with constant interruptions while maintaining a high level of professionalism.

As part of the recruitment process for this position, candidates may be required to take pre-employment tests and/or complete work simulation exercise to assess job fit.

#### **Credentials**

Experience using an incident tracking system an asset.

Customer service or Service desk certification training an asset.

Knowledge of ITIL Foundations or equivalent experience an asset.

#### **Education Requirements**

2 year IT related diploma or A+ certification and 1 of the following Microsoft certifications (MCDST, MCITP, MCTS, MCSA, MOS, MTA, MCSE).

#### **Weight Handling**

The ability to lift/carry/move weights up to 50lbs

#### **How to Apply**

1) Create a Profile (Username, password)

2) Apply to position (Include Resume and Cover Letter)

Click Apply Now to be taken to website.