



# 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.Links 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

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# Job Board Posting



Careers.Indigenous.Link

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## IT Technician

<b>Job ID</b>	<b>A2-F6-70-12-86-44</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=A2-F6-70-12-86-44">https://careers.indigenous.link/viewjob?jobname=A2-F6-70-12-86-44</a>	
<b>Company</b>	Northwestel	
<b>Location</b>	Whitehorse, Yukon	
<b>Date Posted</b>	From: 2020-11-05	To: 2020-12-05
<b>Job</b>	Type: Full-time	Category: Information Technology
<b>Job Start Date</b>	January 2021	
<b>Job Salary</b>	56,160.00 - 91,524.00	
<b>Languages</b>	English	

### Description

Northwestel is a truly northern company. We employ more than 500 skilled northern workers to help in delivering telecommunications service to 96 communities across Canada's North. Together, we are a diverse group of northerners, working to connect our communities through innovative communication solutions designed for life in the North.

We offer a wide range of career opportunities, including positions in information technology, network engineering, customer service, marketing, finance, and human resources.

Northwestel is recognized as one of Canada's best employers for recent graduates. Joining our team means opportunities to grow through education and career development. Plus, competitive wages with a robust benefit package.

We also provide employees with mental health and wellness support tools, such as Telemedicine, Resilience counseling services, and more.

Start your career with Northwestel. Help us build a stronger North.

Northwestel. Our North. Our Home.

### SPECIFIC ACCOUNTABILITIES

- 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, PC's, etc.), communication problems, application support and system access problems.
- 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 and system access problems.
- 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.
- 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.

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.

As a safety conscious CORÂ„ç 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 10), Active Directory, LAN desk, 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.
- Experience using an incident tracking system an asset.
- Knowledge of ITIL Foundations or equivalent experience an asset.

### **Credentials**

- Customer service or Service desk certification training 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**

Click Apply Now!

- 1) Create profile (Full Name, Address, Skills, Education and add supporting documents)
- 2) Apply to positions that interest you