

About MicroAge Fort McMurray

MicroAge Fort McMurray is an IT and Telecom Services provider operating in The Regional Municipality of Wood Buffalo since 1993. Our roots began as *"The Telephone Man,"* providing business telecom solutions to small, medium (SMB) and enterprise level business. Since 1998 we have been providing local IT support and solutions to those same SMB and Enterprise clients.

As times and technology have changed, so has MicroAge Fort McMurray. Today we focus on providing Managed IT Services to our SMB clients while continuing to work with Enterprise clients through the relationships we have developed with our national partnerships.

Our Team enjoys a friendly, business casual work environment, opportunities for career development through skills training and advancement, as well as a chance to make a difference for the clients we help each day. If you truly enjoy working with people and love technology, you should consider MicroAge.

The Position: Helpdesk and Field Technician

The Helpdesk and Field Technician will provide both helpdesk and field technical support to clients, while coordinating with other technicians on various group projects.

Responsibilities:

- Provide friendly and helpful customer service as first point of contact (end-user computing, printing, and connectivity) requiring telephone support, remote, or onsite remediation.
- Coordinate on site visits and handle installation of basic hardware onsite such as workstations, monitors, keyboard/mouse, network cables
- Assist clients with troubleshooting of computer related issues such as virus removal/password resets/email setup/software installs, resolution of workstation issues (diagnosis/remediation, application install/configuration/removal, performance analysis/tuning)
- Maintains accurate records of completed and pending jobs using a Ticketing System (start/end times, work performed details)
- Where required, will escalate incidents and/or problems
- Interface effectively with the client to maintain the highest degree of customer satisfaction.
- Have thorough understanding of the Service Portfolio and maintain an in-depth understanding of Client operations in order to deliver exceptional maintenance and support services.
- Stay abreast of new technologies, participate in company-sponsored training initiatives, maintain personal certification requirements, and obtain manufacturer certifications relating to the work environment as required by management.
- Demonstrate good social skills in a professional environment.
- Identify ongoing issues and look for ongoing ways to improve service to customers.
- Other related duties as required.

Successful candidates will have:

Skills

- Ability to troubleshoot on a variety of computer equipment and systems (Windows, Mac, etc.)
- Exceptional face to face and telephone customer focused presence
- Excellent communication, organizational, interpersonal and customer service skills





- Must be able to work within a team environment, as well as on their own with minimal supervision.
- Must be analytical, and possess excellent communication skills and business acumen
- Basic networking understanding
- Exceptional customer service
- Logical troubleshooting, i.e. ability to work collaboratively with team members
- Valid driver's license and fulltime access to a vehicle for daily work
- Ability to lift up to 50 lbs. on occasion

Education

- An IT diploma or equivalent experience
- Technical Certificates (A+, Network+, MCITP) are an asset

Experience

- Minimum of one year of experience in the related field is required
- Experience with Office365, Active Directory, Exchange
- Experience with Windows 10 and Windows 7 environments
- Experience working with ticketing systems and RMM platforms
- Experience drafting self-help documentation
- Demonstrated previous experience with computer hardware troubleshooting

We offer:

- Competitive remuneration: salary, commission and bonus opportunities
- Comprehensive employee benefits package
- Training, coaching and mentoring within a challenging and rewarding work environment
- Opportunity for personal and professional growth with the possibility for advancement within the Company

How to apply for this position:

For more information about MicroAge Fort McMurray visit www.microage.net Applicants should send a resume and cover letter (Word or PDF) outlining how they meet the specific requirements of the position to CareersInIT@microage.net

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

Please note the selected candidate will be required to submit to:

- Criminal record check
- Drug and Alcohol Testing
- Drivers Abstract

