

### **Overview:**

We are looking for a Computer Technician to join our team in Hanover, Ontario! As a Technician at our company, you will primarily be responsible for the in-house repair, upgrade, and maintenance of customer systems. In this role you can also expect to utilize your skills in problem solving and customer care.

### **Duties and Responsibilities:**

- Identify and troubleshoot software and hardware issues
- Repair notebooks and desktop computers.
- Troubleshoot computer programs and networks.
- Install computer hardware and software.
- Identify and implement opportunities for upgrades to improve customer experience.
- Provide remote support to customers.
- Complete service order entries precisely and on time.
- Develop a thorough understanding of the MicroAge services portfolio to assist the Sales Team in aligning products and services with customers needs.
- Complete on-going training as required.
- Other duties as required.

### **Minimum Requirements:**

- College diploma in the field of IT or equivalent technical certificate
- Advanced knowledge and experience in diagnostics and troubleshooting of hardware: PCs, laptops, printers, servers and mobile devices.
- Advanced knowledge and experience in administering and troubleshooting of PC and print environments including network connectivity.
- Advanced knowledge and experience in administering and troubleshooting Microsoft Windows 10 & 11 environments.
- Strong knowledge, operational proficiency and troubleshooting ability of standard business applications such as Microsoft Office Suite, Outlook, Internet Browsers, iTunes, Adobe PDF Reader and Writer, Antivirus software.

Applicant will have the following base certifications OR obtain within the first three (3) months of employment at MicroAge:

- CompTIA A+
- Other certifications considered an asset

### **Working Conditions:**

- This position is based out of Hanover Ontario
- Standard hours of operation for the MicroAge Team are Monday to Friday 9:00am to 5:00pm, excluding statutory holidays.
- Tools and equipment provided
- Candidate will report to the Service Manager

