

About MicroAge Regina

MicroAge Regina is a dedicated managed IT services solution provider that offers a wide range of expertise; from fixing IT headaches to training clients in the newest apps and delivering tailored solutions that fit our client's budget through consulting and assessing the best fit of product for each client's individual business needs.

Our employees enjoy a friendly, business casual work environment, opportunities for career development through skills training and advancement as well as a chance to make actually make a difference for the clients we help each day.

About this position

The CSR (Customer Service Representative) plans for and executes service activities on all assigned products to maximize their availability. The CSR is assigned a full workload, is knowledgeable and experienced in all service requirements and diagnostic/maintenance procedures.

The CSR has an understanding of network environments and a conceptual knowledge of software. The CSR is familiar with the team concept and works well in a team environment.

Technical Responsibilities

The CSR will diagnose and correct failures to assigned equipment using all appropriate service aids, tools and resources. The CSR will restore a failing device to proper working operation in minimum time. The CSR will trouble shoot and return to operation software products including but not limited to Microsoft Office 2010.

The CSR should understand customer network architecture and protocols and be able to perform problem determination on a customer's network which includes maintaining accurate records and appropriate on site parts/tools inventory, updating diagnostics and service documentation, etc.

The CSR stays abreast of all new technologies relating to the environment in which they work.

Skills, Education and Experience:

Preference will be given to a candidates that have a Technical College Degree in electronics or equivalent experience.

The CSR should have a minimum of 1 to 2 years' experience maintaining tier 1 computer systems. The CSR should be technically proficient through training or field experience in the following areas:

- CompTIA A+ certified.
- Desktop Computer repair.
- Microsoft Windows Operating Systems support.
- Laptop Repair and Printer Repair experience.
- Audio/Visual equipment experience a plus.



How to apply for this position

Please submit your resume in a PDF format through our online application system located at:

<http://www.microage.ca/regina/careers/application-for-employment/>

Fill out the form to with your most current contact information and upload a copy of your resume for review. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

Please note the selected candidate is required to obtain a Government of Canada security clearance.

