

About MicroAge Richmond

MicroAge Richmond is a dedicated managed IT Services Solution Provider that offers a wide range of expertise to our Clients by focussing on bringing efficient solutions to them. We take pride in the premium quality and personalized services we deliver to our clients to ensure they are hassle free from IT. Our fast-acting team is able to help on demand to support small and medium businesses, public sector organizations and educational institutions.

Our team enjoy a friendly, business casual work environment, opportunities for career development through skills training and advancement as well as a chance make a difference for the clients we help each day. If you want to grow your career in managing leading edge technologies, you should consider MicroAge.

The Position: Junior Helpdesk Analyst

Reporting to the management, the *Junior Help Desk Analyst* is responsible for the remote monitoring and remediation, telephone support, deployment services, inventory control, and coordination of onsite technical interventions.

Responsibilities:

- Provide friendly and helpful customer service as first point of contact (end-user computing, printing and connectivity) requiring telephone support or remote remediation
- 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
- Thorough knowledge of the warranty policies and escalation procedures of the various manufacturers supported
- 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
- Adhere to the procedures and escalation processes as defined by management
- Demonstrate good social skills in a professional environment
- Other related duties as required



The ideal candidate must possess:

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
- Ability to lift up to 50 lbs. on occasion

Education

- A college diploma in the field of IT or equivalent technical certificate required
- Technical Certificates (A+, Network+, MCITP)

Experience

- Minimum of one year of experience in the related field is required
- Experience drafting self-help documentation
- Demonstrated previous experience with computer hardware troubleshooting

We offer:

- Competitive remuneration: salary, commission and bonus opportunity
- 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

If you are interested in the position, please forward your resume (Word or PDF) by email to career@microage-richmond.ca. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

