

## Why MicroAge

Trusted business partner and market leader that enables Client success through the adoption of information technology. MicroAge provides organizations with managed IT services and business technologies, supported by a team of skilled professionals who strive to anticipate the evolving needs of our Clients. We take pride in the premium quality, personalized services we deliver, and have earned the privilege to be considered the partner of choice for many of Canada's Fortune 1000 companies, small and medium businesses, public sector organizations and educational institutions.











Our team is comprised of talented and passionate professionals that are encouraged to think outside the box. The MicroAge environment is dynamic, where team members are appreciated for their involvement and rewarded for their contribution. Our commitment to continuous improvement is supported by career development initiatives that include on-going skills training and coaching. We help bring out the best in you.

## The Position: Service Desk Analyst

 Location: Laval (QC)

Reporting to the Managed Services Delivery Manager, the Service Desk Analyst is responsible for the remote monitoring and remediation, telephone support, deployment services, inventory control and coordination of onsite technical interventions.

### Responsibilities:

-  Provide first-response to service incidents (end-user computing, printing and connectivity) requiring telephone support or remote remediation
-  Perform entry-level to intermediate technical interventions, root cause analysis and provide escalation services for all workstation and print devices including network connectivity (Level-1 incidents)
-  Perform configuration, imaging and staging services on laptop and desktop computers
-  Manage service incidents requiring escalation and / or on-site intervention
-  Enter updates directly into the MicroAge Ticketing System (start/end times, work performed details) immediately after completing each intervention
-  Interface effectively with the client during service interventions and 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 MicroAge 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 MicroAge 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



**The ideal candidate must:**

- Possess a College diploma in the field of IT or equivalent technical certificate
- Be punctual, analytical and possess excellent communication skills and business acumen
- Be fully bilingual, written and spoken (French & English)
- Possess technical proficiencies outlined below, accompanied by at least two (2) years of related experience:
  - Knowledge and experience in administering and troubleshooting of PC and print environments including network connectivity
  - Knowledge and experience in administering and troubleshooting Microsoft Windows XP/Vista/7/8/10 environments
  - Knowledge, operational proficiency and troubleshooting ability of standard business applications such as Microsoft Office Suite 2003-2016, Outlook 2003-2016/ Notes R8 & R9, Lync 2010/2013, Internet Explorer (all versions), Google Chrome (all versions), Firefox (all versions), iTunes, Adobe PDF Reader and Writer, Antivirus software; Bit Defender, MacAfee, Symantec, TrendMicro, WinZip, Active X, Java etc.
  - Knowledge and experience in diagnostics and troubleshooting of hardware: PC (Dell, HP, Lenovo), laptops (Dell, HP, Lenovo, Toshiba), printers (Fujitsu, HP, Kyocera, Lexmark, Xerox)
  - Basic knowledge and experience in the implementation and support of SMB internetworking infrastructure: LAN, WAN and wireless appliances
  - Intermediate knowledge and experience on Remote Management tools: N-Central, TeamViewer, LogMeIn, Screen Connect, GoToAssist, GoToMeeting and Microsoft Lync
  - Intermediate knowledge and experience in diagnostics and troubleshooting both hardware and software related issues on desktop or laptop computers and related peripherals, printers or multifunction devices along with installed options and advanced features
- Posses good knowledge of Active Directory administration skills (user create/delete, profiles, login scripts) along with a general knowledge of networking concepts (IP addressing)
- Base certifications required:
  - CompTIA A+
- Obtain the following certifications within the first twelve (12) months in this position:
  - CompTIA Server+
  - CompTIA Network+
  - N-Able Technologies

We will be selecting only the best candidates that want to **have fun, learn** and **be part of our winning team**.

If interested, please send us your resume by clicking [here](#).

