

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: Senior Service Desk Analyst

- 📍 Location: Laval (QC)
- 📍 This position is permanent, full-time

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 (5) 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 7/8/10 environments;
 - Knowledge, operational proficiency and troubleshooting ability of standard business applications such as Microsoft Office Suite, Outlook, O365, Internet Explorer (all versions), Google Chrome (all versions), Firefox (all versions), iTunes, Adobe PDF Reader and Writer, Antivirus software; Bit Defender, MacAfee, Symantec, Sentinel One, WinZip, Active X, Java etc.;
 - Knowledge and experience in diagnostics and troubleshooting of hardware: PC (Dell, HP, Lenovo), laptops (Dell, HP, Lenovo, Toshiba), printers (HP, Kyocera);
 - 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, GoToMeeting and Microsoft Teams;
 - 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

Working Conditions:

- 🏠 Standard hours of operation for the MicroAge Service Desk are from 7:00am to 11:00pm from Monday to Friday, excluding statutory holidays in the Province of Quebec. MicroAge also provides support services on Saturday and Sunday from 8:00am to 8:00pm. A rotation schedule is established with all members of the team to ensure that service levels are maintained throughout this period.
- 🏠 A standard work week is 37.5 hours, however all technical resources are required to be available for overtime work, in order to meet satisfactory level of service delivery.
- 🏠 Maintain the security of assets and Confidential Information of both MicroAge and the client

We offer:

- 🏠 Competitive remuneration;
- 🏠 Comprehensive employee benefits package;
- 🏠 Training, coaching and mentoring within a stimulating work environment;
- 🏠 Career development with the possibility for advancement within the Company.

Are you interested in becoming a business technology advocate? Would you like to help businesses perform better through the adoption of business 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 your resumé to: cv@nwd-microage.com.

