

IT Support Specialist

Job description

There is an opening within Confederation Centre of the Arts for an IT Support Specialist to join our growing team!

Reporting to the IT Manager, the IT Support Specialist will be responsible for providing end user support daily to our employees.

Responsibilities are, but are not limited to:

- Provide on-site troubleshooting and support services for users using laptops, desktops, and mobile devices in a friendly, professional, and thorough manner
- Log requests, follow up on outstanding items and provide instructions and status updates to users in a clear, professional manner (written and verbal)
- Prioritize and manage multiple requests based on urgency and scope of the issue
- Work closely with the end-users to assess and resolve IT issues or escalate to more technical resources when needed
- Liaise with partners and system vendors to resolve end-user issues, being their technical advocate
- Assist other teams with desk moves and new hire deployment
- Manage and deploy new end user hardware (e.g. monitors, laptops, desktops, cell phones)

The ideal Candidate will have:

- University degree/college diploma or equivalent in an IT-related discipline
- Minimum 2 years related work experience providing troubleshooting and support services to end users
- Technical and practical knowledge of Windows and iOS operating systems, as well as O365 or the MS Office suite of products
- A+, Network + and/or ITIL certification would be considered an asset
- Technical knowledge of end-user hardware including PCs, Apple devices
- Basic knowledge of networking including, ethernet, WiFi, TCP/IP and Windows
- Understanding of switches, VLAN, WiFi access points and remote desktop support tools
- Good understanding of internet technologies (http, https, e-mail, VPN, etc.)
- Understanding of Active Directory and familiarity with managing user access
- Customer service oriented
- Strong written and verbal communication skills
- Excellent problem-solving skills
- Strong interpersonal skills
- Strong organizational skills

Confederation Centre of the Arts is committed to promoting a diverse workplace culture. We encourage applications from the BIPOC community, persons with disabilities, and other under-represented groups.

Where requested, we will provide accommodations to candidates for all aspects of the recruitment and selection process.

Job Types: Full-time, Permanent

Salary: \$42,000.00-\$48,000.00 per year