



JOB DESCRIPTION

- Answers telephone support requests
- Assumes responsibility for tasks assigned to them and ensures proper technical solutions have been applied.
- Participates in system maintenance, upgrades, etc.
- Supports corporate email on mobile devices
- Installs / upgrades business applications
- Supports remote access (Citrix, VPN, WAN) to business applications
- Work with users and other technical personnel to resolve problems

Rate: \$25/hour.

REQUIREMENTS & EXPERIENCE

Minimum of 2 years experience with:

- Troubleshooting IT issues for Windows 7 workstations and MS Office 2010
- Knowledge of network technologies (TCP/IP VPN, DHCP)
- Knowledge of Business apps (IBMS, Borealis, InfoSys, MicroBBM)
- Experience with mobile devices and (McAfee EMM/BES 12)
- Experience using SCCM (remote control console)
- Experience with Exchange Management Console – (2010)
- Experience with Active Directory
- Experience with HP Service Manager
- Strong time management and organizational skills
- Strong communication skills and ability to work well under pressure
- Diploma or Degree in Computer Studies or related field an asset