

# JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Junior / Level 1 Helpdesk and Field Technician</b>
<b>SALARY RANGE:</b>	<b>\$35,000 - \$45,000 + Benefits</b>
<b>HOURS OF WORK:</b>	<b>40 hours per week</b>
<b>LEAVE ENTITLEMENT:</b>	<b>20 days per year</b>
<b>RESPONSIBLE TO:</b>	<b>Service Delivery Manager</b>

## OVERVIEW

*Maintain, monitor, deploy and troubleshoot client workstations, servers, network equipment, and related hardware and peripherals within a team to provide technical support to hundreds of small businesses, public schools, and other public institutions in a helpdesk environment, as well as visiting client sites in order to resolve issues.*

The number one goal of everyone in our team is to make our Clients exceptionally happy. The **Junior Helpdesk Technician** plays an important role in making sure that happens.

The **Junior Helpdesk Technician** handles the first level support requests that come in from our Clients. They are the first to touch a helpdesk ticket and make sure that the issued is handled quickly and the Client is informed of what to expect every step of the way.

When help is needed the **Junior Helpdesk Technician** can get help from or escalate issues to other members in **Service Delivery Team**.



# RESPONSIBILITIES & TASKS

## CUSTOMER SERVICE

- ✓ Providing a first point of contact for customers through our helpdesk, be that via phone, email or ticket
- ✓ Delight our Clients with a Friendly, Quick and Helpful Experience
- ✓ Provide the Client with remote troubleshooting

## USE OF OUR TICKETING SYSTEM

- ✓ Use our Ticketing System to work on and resolve Helpdesk Tickets & Service Requests
- ✓ Managing and recording all work through our Ticketing System
- ✓ Make sure that Client Documentation is well maintained
- ✓ Split tickets that have several issues into their own individual ticket
- ✓ Make sure that tickets aren't "stale" throughout the process

## USE OF OUR MONITORING & MANAGEMENT TOOL

- ✓ Review RMM dashboard and apply remediation actions as indicated by our Processes
- ✓ Review regularly scheduled/automated actions as indicated by our Processes

## PROJECT WORK

- ✓ From time to time the projects team will need additional resource to help deliver projects either on site or remotely. When opportunities arise the Junior / L1 Technician may be required to help with project delivery

## COMMUNICATION, REPORTING & RISK

- ✓ Escalate tickets that require Senior Helpdesk Engineer support
- ✓ Communicate to the client the status of their ticket every step of the way, notify them of any changes or outages related to their issue
- ✓ Identify, Communicate and Mitigate potential risks to the **Service Delivery Manager** and Clients

## TEAM WORK

- ✓ Follow the schedule provided by the Service Delivery Manager or Service Coordinator / Dispatcher
- ✓ Follow Standard Operating Procedures (SOPs) for daily / weekly recurring tasks
- ✓ Follow all our Security Procedures and Keeping a Vigilant Eye for Security Issues
- ✓ Identify opportunities for improvement and make constructive suggestions for change
- ✓ Contribute to the process of innovative change effectively
- ✓ Undertake other duties as required by the **Service Delivery Coordinator, Service Delivery Manager** or **CTO**

# SKILLS AND ATTRIBUTES

## DESIRED

- ✓ A love of (and ability to) Solve Problems & Challenges
- ✓ Great Communications skills, founded in being a good listener
- ✓ An understanding of support tools, techniques and how technology is used to provide services
- ✓ Strong understanding of operating systems, business applications, printing systems and network systems
- ✓ Must be able to type quickly and accurately while talking on the phone
- ✓ A deep desire to deliver an amazing Client Experience
- ✓ Knowledge of IT Applications, Software & Hardware
- ✓ The ability to speak both Nerd **and** human
- ✓ Great Communications skills, founded in being a good listener
- ✓ IT literate – Advanced user level
- ✓ A deep desire to deliver an amazing Client Experience
- ✓ Drivers license with clean driving record
- ✓ The ability to keep up with & adapt to the fast-paced IT world

## NICE TO HAVE

- ✓ Experience using a Ticketing system / RMM Tool and PSA software
- ✓ Experience providing support via remote tools
- ✓ Experience handling Technical Service Tickets
- ✓ Experience and knowledge of working with the Microsoft 365 Platform and or Google Workspace
- ✓ Professional IT Certifications such as Microsoft MCP, MCSA or MCSE, ITIL, ITSM, etc.
- ✓ Experience working either on a Helpdesk or for a Managed Service Provider (MSP) / IT Support Business.

## PERKS

- Generous time off benefits
- Health, Dental, Vision
- An easy-going environment and culture (we all enjoy what we do)
- A Proactive Approach to Ongoing Training to help you develop life-long skills

## CAREER GROWTH

For someone looking to progress their role, the **Junior Helpdesk Technician** naturally leads into roles such as: the Senior Helpdesk Technician, Network Engineer, Solutions Architect, Account Manager, Virtual CIO, CTO or Service Delivery Manager.

