**Technical Support**

The Technical Support provides 1st and 2nd tier technical computers and support to employees and first-line IT related support assistance to employees. Responsibilities include troubleshooting software and hardware problems, providing technical advice and support and customer service support for operating systems and applications.

**Technical Support Responsibilities:**

* Act as the primary point of contact to assist staff and visitors via in person, phone and/or email inquiries related to Information Technology.
* Provide support and assistance to individualized account issues, such as assisting with logins to various systems, providing username information, and resetting passwords and PINs.
* Diagnose, troubleshoot and resolve problems related to software, hardware, and peripherals, including but not limited to network connectivity issues, virus removal, desktop computers, etc. to determine malfunctions and take appropriate corrective action as appropriate.
* Utilize the incident management software to update, maintain, and ensure details related to customer problems are complete and accurate; escalate issues when further expertise is needed.
* Monitor student lab printers, assist customers with printing, change toner, load paper and troubleshoot printing issues as required.
* Remain informed regarding new application implementations, software upgrades and other IT projects underway to ensure accurate and complete information can be provided to customers.
* Collaborate with team members when appropriate to share information and resolve problems; provide guidance and assist with training of new team members.
* Update, maintain, and ensure the information in the ticket tracking system is accurate and complete, such as a detailed description of what was done, research that was completed, and outlining a clearly defined solution.
* Install, maintain, and provide 1st and 2nd tier support for computer hardware, software, and peripherals, particularly as it relates to desktop systems.
* Perform other related duties as assigned.

**Technical Support Requirements:**

* Grade 12 supplemented by the successful completion of an undergraduate degree or diploma in Computer Science or Electronic Technology.
* 5 years of related hardware and software experience.
* Completion of Comptia A+ Certification.
* HDI (Help Desk International) Certification as a Helpdesk Analyst or Support Centre Analyst will be required.
* Experience in the technical support and troubleshooting of commonly used software, hardware, and other associated peripherals with a willingness to expand one’s expertise in the area.
* Experience providing technical guidance and leadership.
* Experience in developing documentation for training, use of software/hardware, user procedures, and project deliverables.
* Proven effective time-management skills and the ability to manage competing deadlines.
* Ability to communicate effectively, both written and verbal, with strong customer service skills.
* Demonstrated ability to deal courteously and effectively with employees and the proven ability to work independently with minimal supervision, as well as within a team environment.
* Meticulous attention to detail and strong problem solving skills; ability to resolve complex computer problems and to coordinate hardware/software solutions.
* Demonstrated ability to install, test, and troubleshoot applications software.
* Ability to record, track, correspond and document resolution of user problems.
* Ability to communicate effectively and understand and execute oral and written instructions.
* Ability to provide customer service and technical support over the phone, in person and remotely.
* Ability to develop documentation for training, use of software/hardware, user procedures, and as-required project deliverables.
* Ability to effectively communicate complex technical concepts, both verbally and in writing.
* Exhibit a high level of professionalism and customer service standards and procedures.
* Ability to provide technical guidance and leadership to non-technical personnel in areas of expertise.
* Demonstrated knowledge of current technological developments/trends in area of expertise.
* Ability to work with minimal supervision.