



1265 FREDERICK RD, NORTH VANCOUVER, BC, CANADA V7K-1J3 | PH: 604-986-8568 | FAX: 604-986-8556

Service Desk Technician

Full Time (Contract to Hire - 40 hours per week)

In this crucial customer facing role you will be responsible for all service desk activities, and you will be working with various project teams, while assisting our clients in all aspects of their technology needs including day-to-day break/fix support, Root Cause Analysis (RCA) and preventative monitoring and maintenance (PM).

The successful candidate will be responsible for:

- Acknowledging, evaluating, and prioritizing first level service requests in a professional and courteous manner
 - Ensuring service levels are met based on problem priority
 - Escalating issues to level 2 and level 3 support technicians as required
 - Keeping customers informed of incident progress, impending changes, and coordinated outages
- Routine monitoring and testing of customers' I.T. environments
 - System logs and automated alerts
 - Status and remediation of backup and antivirus services
 - Status of software patches and updates
- Writing and maintaining technical documentation
 - Internal documentation for regular processes and procedures
 - Customer environment documentation and how-to guides
 - Incident reports
 - Maintaining client hardware and software inventories
 - Detailed team summaries for communicating discovered issues
- Handling first level support and troubleshooting for all technology, including: workstations, servers, printers, networks, firewalls, routers, modems, and vendor specific hardware. Support for VPN, Terminal Services, and Citrix
- Accurately time tracking all service and project work

You have:

- A passion for excellent customer service and for seeing others succeed
- Demonstrably strong verbal and written communication skills
- An ability to present ideas in a user-friendly language



- Problem solving, critical thinking and analytical skills; You are comfortable making decisions independently
- An attention to detail while also keeping in mind the big picture, conscientious about meeting expectations, and an innate ability to exceed expectations
- An ability to successfully manage and complete multiple tasks within deadlines, in a fast-paced work environment
- A Diploma or Degree in Computer Science / Information Systems
- A minimum of 2 years' experience as an IT service technician.

About I.T. Ideas Inc

I.T. Ideas Inc. is an IT services and solutions provider with a core desire to focus on supporting and empowering non-profit and charitable organizations for sustainability and massive success.

As specialists in strategic IT planning, technical project management, infrastructure management & deployment, cloud services, and IT outsourcing, we provide industry knowledge and resources tailored to fit the needs of our clients, in a sector that is vastly under served.

We are passionate about "technology enabling" our clients, helping them to grow and advance their business and programs by leveraging the cost efficiencies and the productivity gains that technology has to offer. We are the "behind the scene's provider" that keeps our clients' systems running. We are also a strategic business partner for each of our clients.

As we grow, we are looking for full time and part time employees who are looking for interesting work, flexible schedules, and opportunities for growth.

Please send a cover letter explaining your related experience and salary expectation, along with your resume to: jobs@itideas.com. This position is to start immediately.

Only shortlisted candidates will be contacted.