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User support technician?NOC22221?

Posted by **Concrete Genius Manufacturing Inc**

Job Details

Posting Date: 20-Dec-2024

Closing Date: 18-Jun-2025

Location: Athabasca

Salary: \$32.5 CAD Per Hour

Job Requirements

Education: Completion of a college program in computer science, computer programming or network administration is required.

Language: English

Years of Experience: Fresher (less than 1 year)

Vacancy: 1

Job Type: Full Time

Job ID: YJ2874996

Job Description

Wages: \$32.50 hourly / 35 -37.5hours per week

Period of Employment: Permanent employment

Hours of Work: Full time

Start: as soon as possible

Number of job vacancies?1

Language: English

Education: Completion of a college program in computer science, computer programming or network administration is required.

Experience: an asset

Responsibilities

- Address user challenges with computer systems and provide solutions.
- Refer to user manuals, technical documentation, and other resources to research and apply fixes.
- Offer guidance and training to users based on identified issues.
- Maintain a detailed log of problems and solutions for reference by other technical support staff.
- Contribute to the redevelopment and enhancement of software applications.
- Oversee the work of other technical support team members.
- Deliver support for business systems, networks, and Internet-related issues to users.
- Diagnose and resolve technical issues efficiently.

Work conditions and physical capabilities

Attention to detail

Personal suitability

Accurate

Efficient interpersonal skills

Initiative

Organized

Team player

Reliability

Health benefits

Health care plan