RESITEK

BILINGUAL IT SOLUTIONS SPECIALIST – TORONTO OR MONTREAL

The IT Solutions Specialist will play a crucial role in providing first-level technical support to our clients. You will utilize Ninja One as the primary IT Service Management Solution to efficiently manage incidents, service requests, and other IT-related tasks. Additionally, you will work with a diverse range of technologies including Windows and Apple Mac devices, Microsoft 365, and various other software applications.

Responsibilities:

- Provide Level 1 (L1) / Level 2 (L2) technical support to clients via phone and email.
- Monitor and respond quickly and effectively to requests received through the IT Service Desk ticket system.
- Record, track, and document all actions taken to complete a service desk ticket.
- Identify and escalate complex issues to the appropriate team or level of support.
- Apply diagnostic utilities to aid in troubleshooting.
- Utilize knowledge bases, Google searches, discussion with colleagues, and other resources to aid in problem resolution.
- Install, configure, and maintain software applications, operating systems, client workstations, audio/video equipment and mobile devices.
- Complete all required IT tasks for staff onboarding and offboarding.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Maintain an inventory of all equipment, software and software licenses using inventory tracking software.
- Evaluate documented resolutions and analyze trends for ways to solve or prevent future problems.
- Participate in the development and maintenance of IT service desk policies, procedures, and knowledge-based articles.
- Provide occasional on-site support (approximately once a month).
- Other duties as assigned by the Director of Information Technology.

Qualifications:

- Excellent communication skills in English and French
- 5+ years of Desktop Support experience
- Demonstrated history of providing exceptional customer service.
- Strong technical proficiency in Microsoft Operating Systems and Office Suite products.
- Strong technical proficiency in IT systems, networks, and infrastructure, for both Windows and MacOS, with expertise in troubleshooting and problem-solving.
- Strong analytical and problem-solving skills, with the ability to approach challenges methodically and strategically.
- Excellent interpersonal and communication skills, with the capability to collaborate effectively with team members and stakeholders at all levels.
- Self-motivated and eager to learn, with a strong commitment to personal and professional growth.

What Success Looks Like After 3 Months:

- Demonstrates a thorough understanding of company tools, processes, and client needs, integrating smoothly into daily operations.
- Independently manages L1 desktop support tickets with minimal supervision, ensuring prompt and effective resolution of user issues.
- Consistently provides clear visibility to the team by adding private notes to support tickets, openly communicating status, and escalating issues appropriately.
- Regularly monitors the support ticket queue and proactively flags high-priority requests or workload concerns to colleagues, fostering a collaborative team environment.
- Builds strong working relationships with internal stakeholders and end-users, demonstrating professionalism and empathy in all interactions.
- Embraces feedback and adapts quickly to new challenges, showing initiative in expanding technical skills and knowledge.
- Maintains accurate documentation and follows established best practices for IT service delivery and client support.
- Demonstrates reliability by consistently meeting deadlines and responding promptly to both routine and urgent support requests.

Working Conditions:

- This is a full-time remote position where the Employee is expected to be working out of their home with secured internet connectivity.
- The Employee is expected to have access to high-speed internet and phone.
- All work-related equipment, such as a PC, monitors, keyboard/mouse, VOIP, etc. will be fully provided to the Employee by the Employer.
- Participate in on-call work for emergency support on evenings and weekends, following a rotation schedule, currently occurring every four weeks.
- 3 weeks' vacation
- Health and wellness package offered with 50% of the cost covered by the Employer.
- Office hours are 8:00am to 5:00pm EST.

If you're available and interested in this role, please send your CV and cover letter to lmdavidovic@resitek.com.