



**Position Title** IT Support Analyst

**Location** Toronto

**Reporting To** Manager, IT Support

**Position Overview** The IT Support Analyst is responsible for providing efficient user support and customer service by troubleshooting problems on company supported computer applications and platforms.

**Duties and Responsibilities**

- Respond to requests for technical assistance in person, phone and electronically (VNC Remote Connection).
- Diagnose and resolve technical hardware and software issues.
- Research questions using available information resources.
- Advise user on appropriate action.
- Follow standard help desk procedures.
- Log all help desk interactions via ManageEngine Service Desk.
- Administer help desk and corporate software.
- Escalate problems to appropriate resources where necessary.
- Identify and escalate situations requiring urgent attention.
- Track and route problems and requests and document resolutions.
- Prepare activity reports.
- Stay current with system information, changes and updates.
- Exchange server, Active directory, SharePoint, Cisco Call manager.

**Qualifications**

- Oral and written communication skills; fully bilingual (French) would be an asset.
- Ability to learn new skills.
- Customer service oriented.
- Problem analysis and solving.
- Adaptable.
- Ability to prioritize the incoming tickets and calls from users.
- Attention to detail.
- Stress tolerance.
- Working knowledge of fundamental operations of relevant software, hardware and other equipment. Microsoft Office Suite, Microsoft Exchange, Active Directory, SharePoint, Cisco Call manager.
- Knowledge of relevant call tracking applications Like ManageEngine Service Desk.
- Knowledge and experience of customer service practices.

**Education**

- Knowledge of SharePoint, Active Directory, Exchange, ManageEngine Service Desk and Cisco Telephony.
- Relevant certifications such as MCSA, MCSE, MCITP, MCP or A+.
- 3 to 5 years experience working on a Help Desk