



Position Title **IT Support Analyst**

Location Toronto

Reporting To VP, IT Support Services

Reporting to the VP of IT Support Services, the IT Support Analyst is responsible for providing prompt and efficient user support and customer service by troubleshooting problems on company supported technology in addition to supporting various applications and platforms. This position will enable you to play a key role on the Richardson GMP Support Services team by ensuring that hardware and software across all branches is operating efficiently to meet the business and user's needs.

Position Overview

You will provide application, network and hardware support/maintenance along with the installation of computer hardware and software for all corporate branches and internal clients of Richardson GMP.

You will assist and collaborate with other technical teams in communications, equipment installation and maintenance along with problem/incident resolution. You will need to be a skilled communicator with technical and non-technical users. Testing, debugging, troubleshooting and evaluating operating systems, application software, hardware and user interfaces will be other essential aspects of this job.

This day-shift position, working between 7:00 a.m. and 7:00 p.m., may require (not mandatory) the ability to travel to any Richardson GMP location across Canada.

Duties and Responsibilities

- Respond to requests for technical assistance by email, in person, phone and over Remote Connections
- Diagnose and resolve technical hardware and software issues
- Research questions using available information resources
- Advise users on appropriate action(s)
- Follow standard ITIL procedures
- Log all Help Desk interactions via OTRS Service Desk ticketing system
- Administer and support corporate software
- Escalate problems to appropriate resources where necessary
- Identify, support and escalate incidents/problems/situations requiring urgent attention
- Track and route problems, incidents, requests and document resolutions
- Prepare activity reports
- Stay current with system information, changes and updates
- Working knowledge in Exchange Server, Active directory, VPN technology, MS SharePoint, Cisco Call Manager, MS Windows 7/10, MS Office 2013/365, TCP/IP, Wireless and Ethernet Networks, Mobile Technology, ActiveSync, MDM, SCCM, and Tablet Technology

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 in relevant software, hardware and other technologies
- Knowledge of relevant ticket tracking applications like OTRS Service Desk
- Knowledge and experience of customer service practices

Education

- Relevant certifications such as MCSA, MCSE, MCITP, MCP or A+
- 3 to 5 years experience working on a support services team/Help Desk