



## IT SUPPORT TECHNICIAN

*A unique opportunity to embrace technology, and to provide technical support to employees and clients.*

*Come work at a rapidly growing engineering firm that is staffed with industry experts, has great benefits, and prides itself on developing our people.*

### The Company

Planview Utility Services is an engineering firm that provides engineering design, sub-surface investigation and geographical information related services to telecommunication companies and electric utilities. Our workforce is a mix of veterans of the industry and youthful enthusiastic technical resources. We have pride in our collegial culture and host multiple regular corporate sponsored social activities. Our embrace of the use of technology plays a large part in our success.

### The Position

As an IT Support Technician, you will:

- Provide superior customer services related to help desk and IT departments.
- Installing software and hardware.
- Maintaining and repairing hardware.
- Researches problems, isolates and resolves less complex issues immediately; escalates more complex problems as necessary.
- Receives IT help desk calls, creates trouble tickets, responds to and diagnoses problems through discussions with users.
- Documents, tracks and monitors all issues to ensure timely resolution.
- Conducts follow-up calls to users when necessary.

**In addition to the responsibilities listed above, the requirements listed below are representative of the knowledge, skill, and/or ability required of applicants.**

- 0-2 years of related experience and/or technical training.
- Demonstrated knowledge of help desk support and familiarity with help desk software.
- Proven ability to deliver superior customer service skills.
- Demonstrated verbal and written communication and interpersonal skills; attention to detail and accuracy; and time management and organizational skills.
- Demonstrated ability to work independently and as part of a team to meet deadlines.

### Additional skills

- Working knowledge of basic programming and scripting.

- Home Lab / Network Cabling experience
- Experience with Android app development
- SQL, Python

#### Educational Requirements

- Associate's degree or equivalent from a two-year college or technical school preferred, or comparable work experience.

#### **The Location**

Planview Utility Services has 3 offices – Markham, London and Ottawa. Our clients and their projects are based throughout the province. Travel is important to this position, and you may be working east, west or north of the GTA based on our clients' needs.

#### **Why You Should Apply**

If you like to work as a part of a team, provide technical support on a daily basis, interacting with employees and client, then you should apply for this position.

#### **Note**

Planview Utility Services Ltd is an Equal Opportunity Employer.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, Planview Utility Services Ltd will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.