

IT SUPPORT TECHNICIAN

A unique opportunity to work for a technology focused firm in Ontario.

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, subsurface 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.
- Install software and hardware.
- Maintain and repair hardware.
- Research problems, isolate and resolve less complex issues immediately; escalate more complex problems as necessary.
- Receive IT help desk calls, IT tickets, create trouble tickets, respond to and diagnose problems through discussions with users.
- Document, track and monitor all issues to ensure timely resolution.
- Conduct follow-up calls to users when necessary.

Required Skills

- 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.
- Strong problem solving
- Basic knowledge with computer equipment (Firewalls, servers, WiFi, switches, printers, scanners, VoIP)
- Basic knowledge with software (MS Office products, Cisco, AutoCAD)

Preferred Skills

- Working knowledge of basic programming and scripting. (Google Apps Script, SQL, Python preferred)
- Home Lab / Network Cabling experience.
- Experience with Linux and Windows system administration.
- Cloud Based Identity Management, Cloud Based User Authentication
- Experience with Google Workspace.

The Location

Planview Utility Services has 3 offices – Markham, London and Ottawa. Our clients and their projects are based throughout the province. This position is based out of our Markham office. Travel is not integral to this position, but you may be required to visit our other offices occasionally.

Why You Should Apply

If you like to work as a part of a team, work alone, travel, contribute to infrastructure builds, work outdoors, receive competitive compensation, and be trained in current practices, then you should apply.

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.