

Equity Financial Trust

DESKTOP/HELPDESK SUPPORT TECHNICIAN

Reports to: Director, Information Technology
Department: Information Technology
Employment Type: Permanent Full time

Company Overview:

Equity Financial is a publicly traded Canadian financial services company serving the alternative residential mortgage market through its OSFI-regulated wholly-owned subsidiary Equity Financial Trust Company. At Equity, we strongly believe our success is based on one singular factor – our people.

Position Overview:

Reporting to the Director, Information Technology, the Desktop/Helpdesk Support Technician provides a single point of contact for end-users to receive support and maintenance within the organization's desktop (PC) computing environment and works closely with the Network Administrator to support networking issues and projects. This role is ideal for a dedicated student who wants to kick start his/her career in IT as Desktop Support Technician with a desire to move towards enterprise networking. Communication skills are extremely important as well as energetic and proactive approach to resolving user issues with the skills and interest to grow and add value to the IT group of a fast-paced and growing financial services company.

Job Responsibilities:

Essential duties and responsibilities include the following and others as assigned:

- Provide critical desktop/helpdesk support to a growing base of internal employees (~100 staff total).
 - Installation, diagnosing, repairing, maintaining, upgrading and documenting all user-based hardware and equipment to ensure optimal performance.
 - General troubleshooting of PC's, business applications Track, document, and update issues as they arise and through to resolution utilizing JIRA Service Desk.
 - Provide end-user assistance / troubleshooting for day-to-day core business applications (consisting of both Microsoft and proprietary applications).
 - Provide basic daily phone administrative support.
 - Troubleshoot software-related problems/issues in person, by telephone, via email and/or remote sessions, in a timely, accurate, and professional manner.
- Basic administration of the network, including internet related issues assisting the network administrator.
 - Troubleshoot network related issues, been able to identify root causes at a high level.
 - Collaborate with the deployment of project tasks such as configuring Switches, Routers, Wireless Access Points, Firewalls, etc.
- This position is also expected to:

- Assist in the documentation of business processes and business application functionality from the user's perspective. Assist in producing user manuals.
- Provide end-user training when/where appropriate and required.
- Get involved in project work such as desktop rollouts of proprietary applications.

Qualifications & Attributes:

The successful candidate will have:

- Well-rounded knowledge of core Microsoft client applications is vital. This includes, but is not necessarily limited to, all MS Office applications including Outlook, Word, Excel, Access, PowerPoint, and OneNote.
- Candidates with the following experience will be highly favoured:
 - The Office suite of applications and Office 365.
 - Microsoft's server product line (e.g. Server, Exchange, SQL Server, etc.).
 - Any experience with scripting languages (PowerShell, JSON, Python, Perl, CAML, etc.).
 - Network knowledge (routers/firewall/switches/wireless technologies).
 - Networking certifications (Cisco, Fortinet, Juniper, etc.).
 - Cloud experience is a definitive asset.
- Strong drive to learn.
- Outstanding oral and written communication, presentation and listening skills are a must.
- A friendly, professional demeanor, with an eagerness to work within a team environment.
- An attention to detail, with a passion to learn, improve and broaden skill set.
- An ability to effectively combine technical skills with a friendly and energetic approach to communication, particularly to non-technical users.
- An ability to learn quickly and follow instructions, with superior problem-solving skills.

Additional Information:

Please note that only candidates selected for an interview will be contacted.