

The Weather Network is Looking for You... Now Hiring People with a Sunny Outlook

Benefits of working for Pelmorex /The Weather Network:

- Named one of Top 50 Best Managed Companies for the 3rd consecutive year
- Working with an innovative team of over 300 employees
- Keeping pace with the growth of technology, we offer unique integration of creativity, science and technology
- Leader in employment equity and diversity
- Dynamic, fast-paced environment, open-door philosophy
- State of the art facilities

Helpdesk Technician

Oakville, ON

Description:

This role involves the daily support of all internal members of the company, by responding to technical requests and problems via email, phone and in person. Additional duties may be assigned in the Operational area as needed.

Responsibilities:

- Resolve the daily technical issues reported by end users in the company.
- Make effective use of ticketing system to record, track, and follow-up on open issues and ensure timely resolution.
- Troubleshoot problems with notebooks and desktops and perform hardware replacements or upgrades as needed.
- Provide technical support for Microsoft Windows operating systems , MS Office App and Pelmorex applications
- Provide end-user support/training on new and existing applications as required.
- Administration of Windows 2003 servers as required (Active Directory, SharePoint, Email, Fileserver, disk quotas, permissions, Backup system, anti-virus, various hardware, etc).
- Create end user documentation to assist people with various computer tasks.
- Physically install and deploy new equipment to end users as required.
- Physically install computers, printers and servers in computer room or in the Lab when required.
- Participate in team and individual projects.
- Be available for flexible hours and for pager/cell duties.

Qualifications:

2655 Bristol Circle
Oakville, Ontario L6H 7W1
T 905 829.1159
F 905 829.5800

- Completion of a College Diploma and minimum of 2-3 years related experience.
- MCSE, A+, Network + certifications are considered an asset.
- Experience with the setup and maintenance of network PCs, laptop and printers.
- Ability to fully troubleshoot and support Microsoft Windows and Mac users.

Competencies:

- Time and task management skills
- Ability to work under pressure with minimal supervision
- Detail oriented, meticulous
- Ability to multi-task and work in a fast paced environment.
- Ability to work with people remotely.
- Follow-up and take initiative demonstrate initiative.
- Excellent customer service skills, attitude and professionalism and able to deal effectively with all levels of employees.
- Works well as a member of a team.

Qualified applicants should submit their resume to: *Human Resources*, Fax: 905-829-1332 or *email*: hr@pelmorex.com. Please quote: “00-21”. Pelmorex is committed to equity in the workplace.