

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 Canada's 50 Best Managed Companies for the 5th consecutive year
- Recognized as one of Greater Toronto's Top Employers for 2010, 2011 and 2012
- 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 Analyst

*Reports to: Manager, IT Helpdesk
Oakville, ON*

The role of the Helpdesk Analyst is to provide support with computers, desktop application and users, ensuring that computers are properly maintained and end users are receiving the appropriate assistance. This includes routine maintenance of all computers and resolving hardware, software and network problems. The Helpdesk Analyst will also take ownership of end user help requests and provide problem resolution by giving in-person, hands-on support to end users at the desktop level.

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, Microsoft Office applications, email, SharePoint and Pelmorex applications
- Provide end-user support/training on new and existing applications as required
- Assist the System Administrator when required to troubleshoot the office related systems (e.g., Active Directory, SharePoint, email, fileserver, backup system, disk quotas, permissions, anti-virus, various computer hardware, etc.)
- Create end user documentation to assist people with various computer tasks
- Physically install and deploy new equipment to end users as required
- Be available for flexible hours if or when required
- On occasion may be required to work on-call

Roles, responsibilities and duties may evolve and change over time.

Qualifications:

- Completion of a college diploma and minimum of 2 - 3 years related experience
- Experience with the setup and maintenance of network PCs, laptops and printers
- Ability to fully troubleshoot and support Microsoft Windows and Mac users
- Ability to work with people remotely

Competencies:

- Ability to conduct research into a wide range of computing issues as required
- Excellent customer service skills, attitude and professionalism and able to deal effectively with all levels of employees
- Excellent interpersonal skills, with a focus on listening and questioning skills
- Ability to work under pressure with minimal supervision
- Ability to absorb and retain information quickly
- Detail oriented, meticulous
- Ability to multi-task, manage time and work in a fast paced environment

Additional Assets:

- Bilingual (French/English)
- MCSE, A+, Network + certifications

Qualified applicants should submit their resume to: *Human Resources*, Fax: 905-829-1332 or email: hr@pelmorex.com. Please quote: "**Helpdesk Analyst**" in the subject line. Pelmorex is committed to equity in the workplace. We thank all applicants for their interest, but only those selected for an interview will be contacted.