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## User support technician

**Posted by:** ORBIT EXPRESS INC

**Posting date:** 08-Oct-2024      **Closing date:** 06-Apr-2025

**Education:** College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years

**Language:** English

**Job location:** Mississauga

**Salary:** \$30 Per Hour

**Years of Experience:** Fresher (less than 1 year)

**Vacancy:** 1

**Job Type:** Full Time

**Job id:** CAJ5305446

## Job description:

### Tasks

- Give access to computer networks
- Report on the performance of computer systems and networks
- Respond to users experiencing difficulties with computer
- Consult user guides, technical manuals and other documents to research and implement solutions
- Provide advice and training to users in response to identified difficulties
- Collect, organize and maintain a problems and solutions log for use by other technical support analysts
- Supervise other technical support workers in this group
- Provide business systems, network and Internet support to users in response to identified difficulties
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

Perform Web-server backup and recovery operations  
Manage incidents

## **Additional information**

### **Work conditions and physical capabilities**

Fast-paced environment  
Work under pressure  
Repetitive tasks  
Combination of sitting, standing, walking

### **Personal suitability**

Accurate  
Team player  
Ability to multitask  
Time management