

## **Job Summary- IT Service Desk**

Manage the IT Service Desk with support from the IT Network Manager and be the first line of contact for all staff requiring IT Support. Provide backup to the IT Support Specialists with remote support when required and complete general IT administrative tasks. In this role, you will act as a liaison between technical and non-technical people within the company. Candidates for this position must have strong customer service and communication skills, both written and oral. Excellent organizational skills are a must for this fast paced, high visibility location. Tech savvy with working knowledge of office automation products, databases and remote control. Good understanding of computer systems, mobile devices and other tech products

### **Experience and Qualifications**

- Associate's degree in Computer Technology or related field. Certifications such as MCP, A+ preferred.
- Minimum of two (2) to four (4) years prior experience with providing workstation support.
- The ability to prioritize, be attentive to details, maintain confidentiality, and provide exceptional client service is required. Demonstrated communication, interpersonal, organizational, analytical, problem-solving and computer skills required.
- A sense of urgency and a commitment to timely completion of projects. Attention to detail along with a commitment to quality and confidentiality.

### **Hours of work:**

Monday to Friday 8.30am to 5.00pm

Some work outside of these hours can be expected.

Overtime & weekends may be required

Reports to: Vice President of Administration / IT Network Manager

### **Technical skills and knowledge:**

- Windows 7 and 10 pro
- MS Exchange, Active Directory and other mail protocols such as IMAP
- Microsoft Office 2003 onwards and other common desktop applications
- Remote control tools
- Basic networking skills including TCP/IP and the ability to configure network printers
- Awareness of all mainstream mobile technologies (RIM, Android, Apple etc.) specifically when related to the company email and contact list
- 1st and 2nd Line support experience
- Experience supporting and maintaining an asset database in Computer Technology or related field.

Town and Country offers a competitive salary, medical insurance coverage and many other benefits in an exciting and fast paced environment. Please forward all resumes and cover letters to Ron Reyes at [ron@tacer.biz](mailto:ron@tacer.biz).