

Help Desk Technician

As ONE Properties continues to grow, we are actively looking for a well-rounded, contract **Help Desk Technician** to assist our growing team. The candidate will work out of our Edmonton office and reports directly to our IT Leader. The successful candidate will be a natural problem-solver, professional, considerate, and consistently exercise urgency when dealing with and resolving technical issues.

About the Role

The Help Desk Technician is a supplemental line of support after our external help desk support provider. ONE operates in an Office 365 (O365)/SharePoint environment and knowledge of these tool is mandatory for the position. This role is first and foremost a customer service position and supports end users from our four offices in Edmonton (2), Calgary and Toronto. Having a passion for serving the end user coupled with providing exceptional problem-solving abilities are imperative to the success of this role.

The incumbent must have strong communication skills, possess the ability to articulate technical language to end users effectively, have an acute attention to detail, and a high understanding around the importance of following procedures. This role can be fast-paced and requires effective teamwork to ensure exceptional service is delivered in a timely fashion. Managing and setting expectations is paramount in providing a favorable end user experience.

Duties & Responsibilities

- Remotely and locally respond to and resolve requests for desktop and mobile devices (I-phone, laptop, tablets) support
- Assist with transitioning the Company to the O365/SharePoint environment
- Interpret requests for support and communicate in your own words back to the end user what you believe it is they are requesting
- Develop a series of steps and actions to troubleshoot and resolve the issue
- Upon successful resolution of the issue the steps taken will be documented for the reference of the end user and for use in the resolution of future issues
- Troubleshoot workstation hardware issues
- Adding to and maintaining the internal and end user IT knowledge bases
- Assist with setup and deployment of company workstations
- Contribute to and be a part of a collaborative team environment within the IT department and the local office
- Accessible after hours for emergency issues
- Willingness to travel to other ONE offices intermittently (approximately 5%)
- Any other duties as deemed necessary for the betterment of the IT department

Education & Experience

- College level Diploma in Computer Information Systems, Networking and Telecom, or equivalent
- SharePoint experience
- 2-5 years previous IT Help Desk experience is required
- HDI Technical Support Professional training considered an asset
- Past work experience in an Land/Property Development company in an IT capacity will be viewed favorably
- Proven exceptional customer service skills and high sense of urgency
- Superior problem solving and troubleshooting skills are essential
- Strong willingness, capacity, and desire to learn
- Excellent communication skills, both written and verbal (English)
- Technical skill set should include an entry level understanding of the following:
 - Windows server environments
 - Windows desktop operating systems (7/8/10)
 - File shares and permissions
 - Microsoft Office products
 - Workstation, I-phones and laptop hardware
 - O365/SharePoint tenant administration knowledge

What We Offer

- Competitive compensation package
- Excellent medical and dental benefits
- Health & wellness programs

How to Apply

If you have the skills, qualifications and expertise and want to join our growing team, submit your resume, cover letter, all training/educational certificates, and salary expectations to hr@oneproperties.com with the subject line: **Help Desk Technician**

Incomplete applications will not be considered. Posting will remain open until a suitable candidate is found.

This job description is a summary of the key position requirements and is not a comprehensive listing. Additional responsibilities, duties and skills may be required for the position.

We thank all applicants for their interest, however, only those selected for interviews will be contacted.