



Job Purpose

IT Support Specialist provides exceptional IT support services to all EQUS employees and to the IT Systems Specialist, as required.

Duties

Helpdesk Tasks

- Provide primary support for all EQUS offices
- Troubleshoot and resolve hardware/operating system/software related issues and basic network and server access matters received via helpdesk ticketing system, phone, email or other communication methods
- Ensure all issues are resolved to user's satisfaction, following the EQUS issue resolution process
- Redirect service requests to other team members, as needed
- Provide professional, user-friendly, and courteous client service to the users
- Provide support for EQUS email systems and infrastructure applications
- Provide software and hardware training to users, as required
- Additional administrative and supportive tasks, as needed

Computer System and Network Tasks

- Perform installations, maintenance, repair and replacement work on any computer related equipment that supports the business, including laptops, desktops, communications equipment, tablets/iPads, smart phones, printers, networks, or any piece of computer related peripheral or software which an end user would be using.
- Diagnosing and supporting client applications (i.e. Microsoft Office, IE, proprietary applications)
- Utilize EQUS IT assets management tool to update the IT inventory system including, but not limited to: software, hardware, fob keys, security codes, etc.
- Remove data and software and decommission hardware prior to recycling or disposal of equipment
- Support IT Systems Specialist with various tasks, as required

Other Tasks

- Assist with the maintenance and support of all servers and network equipment
- Support technology initiatives and strategies
- Assist in IT reporting, budgeting, and planning
- Other tasks as assigned

Review and Approval of Work

This position reports to Business Services Leader-IT



IT SUPPORT SPECIALIST

Job Requirements and Qualifications

- Excellent written and verbal communication skills
- Effective and respectful customer service skills
- Ability to work both independently with minimal supervision and collaboratively on various tasks
- Ability to prioritize and respond to competing tasks in a fast-paced environment
- Well-developed research skills and resourcefulness
- Positive attitude and ability to thrive in a fast-paced working environment

Education and Experience

- Completion of a two-year (or longer) Computer or Networking Program
- Customer service skills training and at least two years of customer service experience
- Experience working with and supporting PC hardware, Microsoft Windows, Microsoft OS and Office Software, TCP/IP Networking, and internet browsers
- Understanding of Active Directory and various versions of Windows, including Windows 10 and Windows Server 2012-2019.

Compensation

EQUS strives to attract and retain highly skilled talent and expertise vital to our organization's success. We offer competitive wages, a comprehensive benefits package, and excellent opportunities for development and growth.

Power up your career by joining the EQUS team!

Submit your application to HR@EQUS.CA



The Employee Recommended Workplace Award recognizes excellence in achieving a healthy, engaged and productive workforce. It is the only award of its kind that is based entirely on feedback from employees.

EQUS would like to thank you in advance for your resume. It will be kept on file for six months from the date it is submitted. EQUS REA LTD. (EQUS) collects only that personal information about job applicants that is needed to determine suitability for employment. The information will be used only for the purpose of evaluating that suitability. EQUS will not distribute your information to anyone else. After six months your application, and any personal information collected about you during the verification process, will be destroyed.