
IT Technical Support

Location: Mississauga, Ontario (partially remote)	Posted Date: May 17 th , 2021
---	---

Overview:

The overall responsibility assigned to this position is to support BCU Financial Group's commitment to the delivery of application solutions to optimize business to business, business to customer and business to employee collaboration. The IT Technical Support will be responsible for fulfilling end-user requests, assisting with all upcoming moves of equipment, helping with ticketing system, and providing support to IT Ops in other needed tasks/ projects. This individual reports to the Director of Technology, BCU Financial Group.

Responsibilities:

- Provides Tier 1 and Tier 2 support role for customers.
- Provides customers with local and telephone support by resolving issues, prioritizing issues and escalating as needed.
- Assists customers with desktop operating systems, email, Microsoft Office, PC hardware and Remote Access.
- Assists with imaging workstations and deployments.
- Fixes issues with end-user workstations, printers, peripherals, E-mail release/verification/scanning, tablet/projector setups, troubleshooting and support.
- Provides computer hardware and peripheral maintenance.
- Provides support for other systems and software used within the company.
- Documents incident/request specifics in the Incident Management System.
- Communicates any current outage/critical incident status to callers and, if new information/symptoms reported notify IT management team.
- Participates in continuous process improvement activities, making recommendations whenever possible.
- Troubleshoots complex problems on computer systems.
- Assists with complex solutions development.
- Manages backlog of IT tracking system to ensure issues are resolved.
- Communicates with teams within IT to develop solutions to work orders.
- Participates in teams to support IT projects.

Minimum Requirements:

Knowledge:

- Experience with Active Directory, Exchange, and Group Policy.
- Experience with Windows 7, Windows 10.
- Working knowledge of Networking and Windows Server 2008/2012.
- Working knowledge of organizational and system security best practices, procedures and processes.
- Experience with Help Desk ticketing system and supported ITIL best practices.

Skills & Abilities:

- Strong verbal, written, interpersonal, organizational and customer service skills.
- Ability to communicate complex problems and solutions to end users.
- Solid troubleshooting abilities and decision making skills, both proactive and reactive.

Education/Experience:

- Undergraduate degree or diploma in Computer Science/Technology or related subject is recommended, though candidates with equivalent work experience will be considered.
- Additional IT-related certifications (i.e. Microsoft, ITIL) is an asset.
- Minimum 3 years in a IT tech support role.
- Valid Driver's License and access to vehicle (will be required to work at all branch locations).

Compensation:

Salary will commensurate with qualifications and experience. BCU Financial also offers a competitive and comprehensive benefits package.

BCU Financial is a member-owned, financial cooperative dedicated to improving the lives of members and their community. BCU Financial is a part of BCU Financial Group – a fast-growing Ontario-based financial group providing Canadians with diversified services and products. BCU Financial Group offers its members a real alternative to high-fee, big-name banking by providing no-fee chequing accounts, competitive savings accounts, loans, mortgages, cards, investment services, online banking, and insurance services. BCU Financial, together with its BCU Wealth Management division, currently oversees \$1 billion in assets.

BCU Financial Group also recognizes the importance of building a strong community. That's why it provides generous sponsorship funding annually to a wide array of community-based projects and activities. The Credit Union and its member-supported charitable institution, BCU Foundation, provide sponsorship funding of over \$1 million annually for community organizations, charity fundraisers, student scholarships, cultural events, and educational projects.

BCU Financial Group is an equal opportunity employer dedicated to building an inclusive and diverse workforce. BCU Financial Group provides accommodations during the recruitment process upon request. Requests received relating to accommodation will be addressed confidentially.