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# IT Technical Support

## **Overview:**

The overall responsibility assigned to this position is to support BCU'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, Buduchnist Credit Union.

## **Responsibilities:**

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

## **Minimum Requirements:**

### **Knowledge:**

- Practical experience with MS Azure AD (hybrid), Exchange and O365, MS Teams, Sharepoint, Group Policies and others.
- Practical experience with Windows 10+, Server 2012+
- Experience with Sophos Endpoint Security, Email security, Phish Threat and other utilities.
- Working knowledge of organizational and system security best practices, procedures and processes.
- Experience with Help Desk ticketing system and supported ITIL best practices.

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**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.
- Previous experience in a technical call center, customer service team or IT/Help service desk would be an asset.
- 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. Buduchnist Credit Union also offers a competitive and comprehensive benefits package.

Buduchnist Credit Union is a member-owned, financial cooperative dedicated to improving the lives of members and their community. Buduchnist Credit Union 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. Buduchnist Credit Union, together with its BCU Wealth Management division, currently oversees over \$1 billion 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 members supported BCU Foundation, provides sponsorship funding of over \$1 million annually to community organizations, charity fundraisers, student scholarships, cultural events, and educational projects.