

End-User Support Technician

DEPARTMENT: Information Technology (IT) within Marketing & Digital Growth Team

Summary

To provide a point of contact for end-users to receive support and maintenance within Compassion Canada's main office and remote computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all end-user devices and peripherals to ensure optimal workstation performance. The incumbent will also troubleshoot problem areas (using various tools and channels) in a timely and accurate manner and provide supported end-user assistance where required.

Ministry Focus

Compassion Canada is a Christian organization, committed to being child-focused, Christ-centered, and church driven. As such, each employee of Compassion Canada shall:

- Participate in regular chapel services,
- Pray with donors when requested by same or when deemed appropriate with donor's permission (This will apply to some positions more than others),
- Conduct themselves in a Christ-like manner at work and outside the workplace,
- Promote the evangelical approach to ministry that Compassion Canada has adopted and put into practice.

It is further recognized that, since Compassion Canada is a Church-based ministry, both in Canada and abroad, each employee should be a member in good standing of an evangelical Christian church.

Roles and Responsibilities:

- Perform on-site analysis, diagnosis, and resolution of computer problems for end-users, and recommend and implement corrective solutions, including off-site repair for remote users as needed.
- Install, configure, test, maintain, monitor, and troubleshoot end-user computers and related hardware, software and applications.
- Assess the need for and implement performance upgrades to computers, including the installation of the various internal/external components as required.
- Collaborate with other I.T. team members to ensure efficient operation of Compassion Canada's end-user computing environment.
- Receive and respond to incoming Helpdesk calls, pages, chats, and/or emails regarding end-user equipment problems. This includes, but is not limited to, desktops, laptops, mobile devices, printers, projectors, and telephones.
- Perform moves, additions, and change requests as required by department managers and/or supervisors.
- Help to ensure Compassion Canada's assets (hardware, software) are maintained responsibly.
- Help to enforce standard Compassion IT policies and procedures.
- Conduct research on computing products in support of computer procurement and development efforts. Evaluate and recommend products for purchase.
- Assist in developing long-term strategies and capacity planning for meeting future end user device needs support methodologies.
- Ensure network security at the end-user level is properly configured and maintained.
- Accurately document instances of computer equipment or component failure, repair, installation, and removal.

- Train and/or facilitate in the training of end-users in proper usage and procedures of Compassion Canada's standard hardware, software and applications.
- Create and/or maintain documentation related to hardware/software/application installation, maintenance, upgrades, and troubleshooting for the Compassion Canada computing environment.
- Communicate effectively with internal clients to help identify needs and to help evaluate alternative business solutions and strategies.
- Seek opportunities to increase client satisfaction and deepen client relationships as it relates to technology.

Qualifications:

- Extensive knowledge of hardware, software and applications.
- Ability to install, diagnose, repair, maintain and upgrade all end-user devices and peripherals.
- Ability to provide excellent customer service to internal clients.
- Honesty and integrity – ability to be discreet, confidential and security conscious.
- Excellent planning, organizational and analytical skills.
- Good oral communication skills – ability to present IT concepts in user-friendly language.
- Proven written communication skills.

Education & Experience Required:

- Degree and/or diploma in a computer related field or discipline or related experience.
- Two years computer support experience in the corporate or charitable sectors. Knowledge of Windows 10, Linux and MAC operating systems. High degree of proficiency in MS Office products including Microsoft 365. Extensive hardware, software and application knowledge.

Initiative Required:

To be self-motivated, and able to work with a minimum of supervision. Able to serve other staff putting a strong emphasis on internal customer service. Ability to prioritize tasks and workloads and meet deadlines within a busy work environment.

Supervision:

Received: Manager of Information Technology

Given: none

Contact:

Within: Staff

Without: Vendors

Qualifying Period:

Three months.

Note: The foregoing statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills.