



## Help Desk Analyst/Field Technician

### Job description

- Are you the kind of person who as a kid took apart computers to see how they work?
- Does helping people make you feel great?
- Do you enjoy variety in your work week where you have the possibility to work at the help desk and in the field?

If you answered yes to all of the above, we want to talk to you!

We are looking for an enthusiastic, customer focused, Field Technical Support Analyst to join our team.

### About BlueBird ...

BlueBird is a fast-growing IT support company specializing in health care IT. We are a Growth 500 company and rapidly expanding across Canada. Our clients range from single physician offices up to hospitals, Health Care Software vendors and everything in between. For motivated individuals, our rapid growth offers the opportunity for learning, growth, and career advancement. We also offer a competitive compensation package as well as dental and medical benefits.

### About the position . . .

This is a hybrid position where you will work both in the field as a technician and at the help desk.

In the field, you will provide onsite support to our clients and facilitate the assessment, installation, upgrade, repair, and troubleshooting of their IT infrastructure.

At the help desk, you are called to be part of our help desk team and provide IT support to our client requests coming in via email, phone, or our client portal.

Beyond having good technical knowledge, we are looking for team members who can communicate effectively, understand the client's problem, and explain its solution. Uncompromising client focus is what had made the company successful and is required from all our staff!

## **The Nitty Gritty . . .**

### **Daily responsibilities in the field:**

- Go on sites for break fix and onboardings
- Familiar with running ethernet cables through dry walls, drop ceiling, etc.
- Onsite installation of computers, access points, printers, peripherals, switches, servers, etc.
- Accurately & timely logging of tasks completed onsite, problems & resolutions for assigned tickets in CRM tool
- Manage client expectations when arriving on-site
- Clean-up the work area once the onsite job is completed

### **Daily responsibilities at the help desk:**

- When not onsite, available for Helpdesk queue calls.
- Follow the BlueBird call flow model.
- Adhering to 30-minute window to triage, resolve, or escalate tickets as required.
- Tickets are resolved within 48 hours within your team.
- Actively monitor live communication channels used within BlueBird.
- Re-assigning your tickets to helpdesk team members when going onsite
- Keep yourself updated with business notifications and updates including changes to the business and technologies
- Rotational shift within your team for handling after hours support calls.
- Adhering to shift timing and notifying your manager if this will be affected
- Work towards the performance targets driven by the organization
- In absence of Field Services tasks, will serve as Help desk Analyst.

## **Requirements**

- Minimum 4 years proven working experience in IT help desk / technical support role
- ITIL v3 Foundation, A+ certification, Network+, or Sec+
- Education: College degree in Computer Science

- Good interpersonal and communication skills are extremely important in this role
- Strong documentation skills, excellent verbal and written communication
- Fluent in written and spoken English
- The ability to multitask and have strong organization skills
- Problem resolution skills
- Willing and open to learn new skills
- Take ownership of responsibilities
- Exemplary attendance and punctuality
- Must own car
- Clean driving record & valid Ontario driving license

### **Technical Knowledge**

- Strong network setup/troubleshooting skills
- Understanding in Routing and Switching protocols
- Connectivity troubleshooting (wired & wireless)
- Ability to setup/troubleshoot firewalls, routers, switches, and modems
- Experience configuring both Windows and Mac computers
- Operating system support (Windows 7 through 10, Mac OS )
- Printer setup and support
- Experience configuring/troubleshooting servers

The following are not required but considered a plus

\*\*\*Experience using Fortinet, Ubiquity firewalls/products

\*\*\*Knowledge of EMR applications

\*\*\*ConnectWise Ticketing System

\*\*\*Using remote managements tools (screen connect etc)

\*\*\*Networking certification an asset

*Duties are indicative only and may change as business requirements demand.*

Job Types: Full-time, Permanent

Salary: From \$22.00 per hour

Benefits:

- Casual dress
- Dental care
- Extended health care
- On-site parking
- Profit sharing
- Vision care

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday

Supplemental pay types:

- Bonus pay
- Overtime pay

Experience:

- IT Help Desk Support: 2 years (required)

Licence/Certification:

- Driving Licence (required)