



Position:

Helpdesk Support Technician

Location:

Fredericton, New Brunswick

The Company:

BrunNet is a leading technology solutions provider focused on enabling our customers to realize the full value of their IT assets. Established in 1995, we continue to combine superior IT services with the latest technologies to help our clients reduce costs and risks associated with managing their mission critical data.

Based in Fredericton, BrunNet has developed into one of the premier IT Managed Service Providers and Value-Added Resellers in Atlantic Canada. BrunNet has been named a Top 100 Solution Provider in Canada by the Computer Dealer News every year since 2015.

Based in Fredericton, the company has an immediate opening for a Helpdesk Support Technician to meet the demands of an expanding client base.

Job Responsibilities:

- Professionally respond to telephone calls, emails, and web-based service support requests.
- Troubleshoot network hardware and software applications to resolve customer operational issues and restore services.
- Support end user devices (desktops, notebooks, printers, etc.) and work with third party vendors.
- Work directly with customers, peers, and management daily to meet customer-defined requirements and SLAs.
- Document and prioritizing trouble tickets in call tracking system.

Qualifications:

- Successful completion of a recognized Computer Technology program or equivalent work experience.
- CompTIA A+ certification and other industry accreditations such as MCP, CCNA, MCSE would be considered strong assets. Must be willing to obtain other certifications as required.
- Strong computer and troubleshooting skills with the ability to analyze and solve problems.

- Solid working knowledge of the Microsoft Operating Systems; experience with MAC is an asset.
- Experience with network operating systems, TCP/IP, DNS, DHCP, and network hardware.
- Knowledge and understanding of security technologies such as firewalls and antivirus.
- Strong written and verbal communication skills (Bilingualism is an asset, but not required).
- Experience in process and document management. Attention to detail is extremely important.
- Previous customer service experience is an asset.
- Self-motivated and driven with good time management and organizational skills
- Ability to prioritize and multi-task while adapting in a fast-paced work environment.
- Must hold a valid driver's license.
- Must have Canadian residency.

Compensation:

Salary and benefits are negotiable and will be reflective of experience. BrunNet offers:

- A Competitive Health Plan
- RRSP Matching
- Continual Training
- Career Advancement
- Exceptional Team Environment

To apply in confidence, please send a copy of your resume to: careers@brunnet.com.