

# IT Support Technician

Summerside, PE  
Permanent, full-time.



## Key Responsibilities

- Provide remote technical support
- Management of client computers, networks, and their applications
- Assist with disaster recoveries and backup maintenance
- Investigate security alerts and initiate incident response
- Proactively monitor client systems using a combination of monitoring tools and alerts
- Follow-up with clients, provide feedback and see assigned issues through to resolution
- Escalate unresolved issues to the next level of support
- Update tickets, maintain client IT documentation and enter client time records
- Occasional afternoon/evening schedules required as agreed

## Key Requirements

- Good communication, organizational and time-management skills
- Strong client service skills and confidence when interacting with clients
- Demonstrate a history of technology interest or tinkering
- Multi-tasking skills and teamwork
- Strong proficiency in English – both spoken and written
- IT diplomas, industry certifications or equivalent professional experience are an asset
- Clean criminal background to be completed annually
- Proof of Covid-19 vaccination as per government recommendations

## About Us

Founded in 2006 with headquarters in Toronto and having created a PEI-based service desk in 2017, Starport is a leading Managed IT Service Provider (MSP) in Canada. With a strategy of no inbound calling, a team of over 45 professionals provides remote support, network management, cyber security, and disaster recovery services to more than 170 small to medium sized businesses across North America. We are confident that you will enjoy working in a waterfront office with an energetic team in beautiful PEI, while engaging with cutting-edge technology gear and tools. We provide regular training and certification opportunities and have an internal lab for testing and hands-on learning. Visit [www.starport.ca](http://www.starport.ca) for more details.

## Application

Please send your resume via email to [careers-pei@starport.ca](mailto:careers-pei@starport.ca)