

## ***IT Service Desk Analyst***

### Position Description:

The Service Desk Analyst provides support for the client's internal network, hardware, and applications via phone, chat, and email. The support provided includes troubleshooting and resolving issues regarding network connectivity, application issues, desktop issues, proprietary applications, mobile devices, and PC support.

### Shift schedule:

- **M-F 8-hr shift falling within 9AM-9PM AT**

### Training:

- **Monday—Friday, Between 10 AM-630 PM AT**

### Essential Duties/Responsibilities:

- Respond to telephone calls, emails, and personal requests for technical support from internal business partners in a fast and friendly manner. The ability to explain technical situations to non-technical individuals is essential.
- Troubleshoot and support software applications, and various hardware/software configurations and run appropriate testing and diagnostics.
- Identify, research, and resolve technical problems. Escalate problems to other support teams when necessary for the resolution.
- Document incidents/problems, troubleshooting steps taken, and comments in a ticketing management system.
- Work in a fast-paced environment, able to adapt to frequent change, and be available to work a flexible schedule.
- Work with diverse groups and individuals to set goals, establish priorities, and resolve issues.

### Required Skills:

- Ability to demonstrate a solid understanding of basic network components and concepts.
- Ability to provide support to end-users on a variety of topics including Windows and Mac Operating Systems, MS Office, printers, mobile devices, and email issues.
- Self-motivated and professional with excellent written and verbal communication skills
- Strong problem-solving/analytical abilities.
- Strong commitment to quality customer service.
- Ability to work independently and follow directions and best practices.
- Attention to detail and ability to multi-task while talking to customers.

- Candidates must be able to work shifts, holidays, and weekends.
- Strong English (oral and written).
- Previous call center, customer service, or technical support experience is an asset.
- Possess technical training/certifications or be willing to complete basic certifications after hiring.

#### Why Choose Buchanan...

At Buchanan Technologies, we offer a great employee experience with a fun but professional work environment. Our original Prince Edward Island Support Center is located in beautiful downtown Charlottetown on the top floor of the Atlantic Technology Center. To meet growing client demand, we have added a 2nd PEI based office located at 544 Main Street in the town of Montague. Aside from a competitive salary, Buchanan Technologies is proud to offer various employee programs that help add value to your daily life.

- Fully Paid Benefits (Single or family Coverage) that include Health, Dental, Vision, Life Insurance, and more...
- RRSP plan that sees your contributions matched by Buchanan Technologies
- Technology Purchase program that ensures you always have the latest tech for personal use
- Paid education/certification program that not only helps you build your professional skills but is also part of the foundation for semi-annual salary increases
- Standard vacation allotment + 10 Paid Holidays and 6 paid sick days per year

*Buchanan Technologies provides equal employment opportunities to all employees and applicants seeking employment. We are committed to diversity, equity and inclusion work environment for all. We welcome applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, age, national origin, disability, protected status, and/or any other legally protected statute under Canadian Human Rights Commission. This commitment extends to all aspects of employment including recruitment, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. We comply with all federal and provincial regulations regarding non-discrimination and employment equity in every location where we operate.*