

## **Job Description**

**Title:** Junior Support Engineer

**Reports To:** Vice President of Operations

### **Summary of Position:**

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Your role as a Junior Support Engineer requires you to work as part of a dynamic team, manage assigned projects and deliver services by established objectives, while providing exceptional customer service to all of our clients, business partners, and stakeholders.

### **Accountabilities:**

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- Remote and on-site support for clients experiencing problems with their personal computers/laptops or software running on those devices.
- On-site, remote, and depot troubleshooting and repairing computer hardware, software and network problems. Delivered following HUB's service level agreement.
- Installation and support of network infrastructure platforms. Including, but not limited to, switches and wireless access points.
- Interfacing with Sales/Account Managers/Management on IT solution design and planning for customers.
- Evaluate and test new technologies and methodologies.
- Managing assigned projects and program components to deliver services in accordance with established objectives.
- Accurate entry of all time and service ticket information in HUB's Professional Service Automation software, Connectwise.
- Efficient communication skills, in both written and verbal forms, to keep customers and supervisors well aware of work status, progress, and problem resolution.
- Maintain a clean and safe work environment.
- Provide clients with timely and accurate updates on the status of their problems.
- Maintain a clean and professional appearance in clothing and personal grooming.
- Adhere to HUB's attendance policies regarding both punctuality and absenteeism.
- Abide by HUB's Employee Code of Conduct.

### **Qualifications:**

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- Enrollment in a Post-Secondary Degree or College Diploma Program.

- Certified or skilled in the following:
  - Computer Systems
  - Security Technologies
- Must possess a valid Manitoba Class 5F Driver's License.
- Have the use of the vehicle for your employment with the company.
- Legally entitled to work in Canada.
- Excellent communication in English in both verbal and written form.
- Ability to dynamically multitask across numerous issues in a high-pressure environment.
- A passion for technology and new challenges.
- Superior troubleshooting skills.
- Quick and efficient problem-solving and analytical skills.
- High-level customer service focus.
- Ability to effectively work as part of a team on IT solutions, design, planning, and implementation.
- Great attention to detail and accuracy in documentation.

### **Performance Evaluation:**

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The company will periodically review employees' performance to evaluate performance and consider any changes in the scope and description of job responsibilities to align with company strategy. It is contemplated that performance evaluation will be done on a minimum of a 90-day basis; however, the said evaluation may be postponed or delayed in appropriate circumstances. The company will assess any adjustments to salary or compensation in their sole and absolute discretion.