

## Helpdesk Support Technician

Posted July 12<sup>th</sup>, 2010

Full Time

Ottawa, Ontario

**Relevant Work Experience: 2 – 5 years**

**Job Category: Helpdesk Support Technician**

**Industry: Information Technology**

### **ABOUT THE POSITION:**

The MikeTango Group is seeking experienced candidates for the position of helpdesk support technician. As a member of our strong technical team, you will provide IT support via telephone and email to our clients. You should have a minimum 2 to 5 years' experience supporting Microsoft desktop environments including identifying and resolving workstation related hardware and software issues in a professional and courteous manner. You should have strong verbal skills and a keen interest in delivering quality services.

### **ABOUT MIKETANGO GROUP:**

The MikeTango Group is an IT consulting company whose founders started the company with a single vision: to bring the highest value to our clients through our knowledge, experience, integrity and trust. More than simply a set of words, our core values are reflected in our actions and are ultimately measured in our clients' satisfaction. We believe in leveraging best-of-breed technologies to provide maximum value to our clients.

The MikeTango Group is based in Ottawa, Ontario, with clients throughout Ontario and eastern Canada. We are a small company with great growth potential and are seeking dedicated employees to help us realize our full potential.

### **RESPONSIBILITIES:**

- Respond to all end user support issues in a timely and professional manner.
- Identify, diagnose and resolve support requests from clients.
- Provide support on desktops, laptops, PDAs and smartphones, peripherals, printers.
- Support remote access for virtual private network (VPN) and wireless communication of laptops.
- Install and configure new or upgrade existing workstations and notebooks.
- Perform new hire user education for our clients.
- Document and manage service tickets in a prompt and timely fashion.

### **TECHNICAL SKILLS:**

- A good knowledge of computer hardware.
- Experience supporting Windows XP/7, MS Office 2003/7, virus and spyware software.
- Solid understanding of, and work experience with Active Directory and Exchange 2003.



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making technology simple

- Experience configuring and supporting basic networking technologies such as Ethernet LAN and WAN, wireless access points, firewalls, and VPN access.
- Experience with desktop imaging technologies such as Symantec Ghost.

#### **SOFT SKILLS:**

- Strong analytical and problem solving skills combined with a sound business sense.
- Able to understand business problems and implement technical solutions.
- Strong communication skills, both verbal and written.
- Strong interpersonal skills with a focus on rapport-building, listening, and questioning skills.
- High performer and self-motivated. Disciplined. Ready to contribute to our organization.

#### **QUALIFICATIONS:**

- Experience in software support in a windows environment
- Experience in a helpdesk, customer service role.
- Professional accreditations such as MCSE / MCSA, A+, MOUS are an asset
- Experience with an incident tracking tool is a definite asset.
- Action-oriented individual who excels in a multi-project paced environment, able to work in a team environment and to perform successfully under limited supervision

#### **Compensation:**

- This opportunity offers a competitive salary commensurate with abilities and commitment to the success of the company. MikeTango also provides a competitive benefits package.
- MikeTango is an equal opportunity employer.

Find out more about MikeTango at [www.miketangogroup.com](http://www.miketangogroup.com).

Please apply with resume to [careers@miketangogroup.com](mailto:careers@miketangogroup.com) indicating your interest in the position "Helpdesk Support Technician". MikeTango would like to thank all applicants, but only those that meet the above criteria will be contacted.