

Title: IT Help Desk Technician

Term: Permanent, Full Time

Location: Coquitlam, BC

Date Posted: September 19, 2018

Closing Date: Open Until Filled

ROKSTAD STRATEGIC INTENT

We are the only family-orientated energy infrastructure company that employs highly-skilled professionals who deliver industry-leading solutions and techniques that enable power system owners and operators -- across North America and expanding around the world -- to deliver power in an era of aging infrastructure and increasing energy demands.

SUMMARY

The IT Help Desk Technician will work with members of the IT staff to support incidents and service requests related to desktops, software, printers, cell phones, access control and connectivity via phone and email. The main responsibilities will revolve around tier 1 and tier 2 IT support requests directed from the business.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for handling tier 1 and tier 2 related IT requests with excellent customer service skills;
- Provide assistance and solutions on all software and hardware; including installing, configuring, and supporting end-user computers;
- Ensure timely and precise documentation for all support requests;
- Initial configuration of new hardware and decommissioning of old hardware;
- Provide general training to new employees on various IT procedures;
- Manage cell phones, phone lines, and faxes nationally;
- Manage the configuration and installation of printers;
- Assist in maintaining records and databases containing information regarding licenses, warranties and service agreements for the organization's hardware and software;
- Manage building security systems.

JOB REQUIREMENTS

- Excellent customer service skills;
- Strong organizational and time management skills;
- Flexible and ability to adapt to challenges on projects;
- Ability to handle multiple priorities and work to meet deadlines;
- Strong interpersonal and communication skills (both oral and written) and the ability to work well with employees at all levels of the organization;
- Ability to work independently as well as collaborate in a team environment;
- Ability to manage relationships with customers, internal and external IT service providers;
- Excellent analytical, problem-solving, and critical thinking skills with ability to multi-task;
- Ability to work independently and unsupervised as well as part of a team;
- Valid Driver's License is required, as this position requires driving to site as required.

EDUCATION, EXPERIENCE AND/OR CREDENTIALS

- Diploma in Information Technology;
- Minimum 1 year experience in similar role;
- Industry standard hardware and software knowledge, certifications etc.;
- Proficient and accurate in data entry.

CORPORATE COMPLIANCE RESPONSIBILITIES**We care about our internal and external customers – loyalty is earned.**

- Listen, and listen more, to better understand – you get excited about opportunities to help others.
- Own customers' challenges to deliver unique solutions – you recognize that it's our privilege to serve customers because without "them," there is no "us."
- Focus on what is "important" as opposed to "urgent" – you focus on the big picture rather than getting lost in the details.
- Express thanks to those who help us constantly improve – you recognize and embrace constructive criticism.

We strive for safety excellence – practice safety within the workplace, our homes, and at play.

- No compromise on safety – make safety a thought, an action, a cornerstone belief in everything you do.
- Live safely for yourself, your team, and your family – you work together to ensure safety for all.
- Learn and improve from past experiences – lessons learned fuel our future successes.

We create a great workplace by filling it with spectacular people – set expectations high, have fun, and celebrate our successes.

- Succeed through professional and personal growth – take ownership of your own success.
- Always be a Rokstad ambassador – take pride in opportunities to share your beliefs, learnings, strengths, and ideas.
- Respect the unique contribution that every employee brings to the table – be open to learning and growing from employees who move Rokstad forward and help you achieve more.
- Place importance on effectiveness rather than effort – work smarter, by being conscious of your current levels of productivity, health, and happiness.

We take pride in what we do – how we show up is important.

- Be part of the solution – you problem solve rather than complain, gossip, or cut others down.
- Know when to lead, know when to follow – check your ego at the door.
- Pursue improvement ... relentlessly – you make continual changes to grow.
- Strive to achieve the best results – you have higher expectations of yourself than Rokstad has of you.
- Embrace change – you understand that markets change, competition changes, and technology changes.

We stand among the very best – doing it right makes our reputation even stronger.

- Act in Rokstad's best interest – as though you are an owner.
- Say what you mean, mean what you say – One dishonest action can ruin a lifetime of goodwill.
- Demonstrate trust in order to gain trust – an honest day's work for an honest day's pay.
- Lead by example – you recognize that your actions are always being observed, and actions speak louder than words.
- Seek first to understand before seeking to be understood – you avoid drawing ill-informed conclusions or assumptions.

We respect our position in the broader community – act in accordance with our culture and values.

- Build and support the communities where we work and live – make the world cleaner, safer, and more interesting.
- Care for and respect our environment – promote environmentally sound practices throughout every aspect of our business.
- Create a culture of inclusion built on trust, respect, and dignity for all – build teams that capitalize on the diverse talents of all employees.
- Explore opportunities to grow and develop positive relationships with First Nations – create mutually beneficial partnerships.

COMPENSATION

Rokstad offers a competitive compensation and benefits package which will be commensurate with experience and education.

If you are looking for an exciting career with a fast growing progressive company, please email your resume to careers@rokstadpower.com or fax 1-888-310-8831. Please include the job title in the email subject line.

We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.