

# User Support Technician

## Posted By: ORBIT EXPRESS INC

**Location:** Mississauga

**Salary:** \$30 Per Hour

**JOB ID :** RJ6770298

**Posting Date :** 08-Oct-2024

**Expiry date :** 06-Apr-2025

**Education :** College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years

**Language :** English

**Vacancies :** 1

**Years of Experience :** Fresher (less than 1 year)

**Job Type :** Full Time

## Job Description

### Tasks

- Give access to computer networks
- Report on the performance of computer systems and networks
- Respond to users experiencing difficulties with computer
- Consult user guides, technical manuals and other documents to research and implement solutions
- Provide advice and training to users in response to identified difficulties
- Collect, organize and maintain a problems and solutions log for use by other technical support analysts
- Supervise other technical support workers in this group

Provide business systems, network and Internet support to users in response to identified difficulties

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

Perform Web-server backup and recovery operations

Manage incidents

## **Additional information**

### **Work conditions and physical capabilities**

Fast-paced environment

Work under pressure

Repetitive tasks

Combination of sitting, standing, walking

### **Personal suitability**

Accurate

Team player

Ability to multitask

Time management

**To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: [careers.orbitexpress@gmail.com](mailto:careers.orbitexpress@gmail.com)**

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