

# User Support Technician

**Posted By:** Travlink Employment Consulting & Travel Ltd.

**Location:** Vancouver

**Salary:** \$36.60 Per Hour

**JOB ID :** RJ5200196

**Posting Date :** 26-Nov-2025

**Expiry date :** 25-May-2026

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

**Language :** English

**Vacancies :** 1

**Years of Experience :** 2 years

**Job Type :** Full Time

## Job Description

Travlink Employment Consulting & Travel Ltd. is looking for a detail-oriented and customer-focused **User Support Technician** to join our team. The successful candidate will provide technical assistance to staff and clients, troubleshoot hardware and software issues, and ensure smooth daily operations across all systems and devices.

Job Details:

Languages:

English

Education:

College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years or equivalent experience

Experience:

1 year to less than 2 years

On site work location

\$36.60 per hour / 32 hours per week

Work must be completed at the physical location. There is no option to work remotely.

Responsibilities & 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

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

Provide customer service

Experience and specialization:

Computer and technology knowledge

Android

iOS

MAC

Desktop applications

File management software

Security software

Multimedia software

Presentation software

Website creation and management software

Mac OS

MS Office

MS Windows

TCP/IP

Wireless networks

Work conditions and physical capabilities:

Work under pressure

Tight deadlines

Repetitive tasks

Attention to detail

Sitting

Personal suitability:

Accurate

Client focus

Efficient interpersonal skills

Excellent oral communication

Excellent written communication

Initiative

Judgement

Organized

Team player

Ability to multitask

Time management

Honesty

Benefits:

Health benefits

Paramedical services coverage

The ideal candidate will have strong problem-solving skills, experience in technical support, and good communication abilities. Knowledge of common operating systems, troubleshooting procedures, and help desk tools is an asset.

**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: resume@travlinkvisas.com**

Posted on refugeejobportal.com