

## We're Recruiting For...

# End User Support Specialist

There is an opening within Confederation Centre of the Arts for an End User Support Specialist to join our growing team!

Reporting to the IT Infrastructure Manager, the End User Support Specialist will be responsible for providing end user support daily to our employees.

### Responsibilities are, but are not limited to:

- Provide on-site troubleshooting and support services for users using laptops, desktops, and mobile devices in a friendly, professional, and thorough manner
- Log requests, follow up on outstanding items and provide instructions and status updates to users in a clear, professional manner (written and verbal)
- Prioritize and manage multiple requests based on urgency and scope of the issue
- Work closely with the end-users to assess and resolve IT issues or escalate to more technical resources when needed
- Liaise with partners and system vendors to resolve end-user issues, being their technical advocate
- Assist other teams with desk moves and new hire deployments
- Manage and deploy new end user hardware (e.g. monitors, laptops, desktops, cell phones)

### The ideal Candidate will have:

- University degree/college diploma or equivalent in an IT-related discipline.
- A+, Network + and/or ITIL certification
- Technical and practical knowledge of Windows and iOS operating systems, as well as O365 or the MS Office suite of products
- Technical knowledge of end-user hardware including PCs, Apple devices
- Basic knowledge of networking including TCP/IP and Windows
- Good understanding of internet technologies (http, https, e-mail, VPN, etc.)
- Understanding of Active Directory and familiarity with managing user access
- Customer service oriented
- Strong written and verbal communication skills
- Excellent problem-solving skills
- Strong interpersonal skills
- Strong organizational skills

## How To Apply

By email to [careers@confederationcentre.com](mailto:careers@confederationcentre.com)

Confederation Centre of the Arts is committed to promoting a diverse workplace culture. We encourage applications from the BIPOC community, persons with disabilities, and other under-represented groups.

Where requested, we will provide accommodations to candidates for all aspects of the recruitment and selection process.

**Closing Date: January 2<sup>nd</sup>**