

TECHNICAL SERVICES ANALYST

CRDS Technology Group – Richmond, BC

Job Types: Full-time, Permanent

Job Description:

CRDS currently has an opportunity for a **Technical Services Analyst** to join our team. Reporting to the Service Manager, the Support Specialist is responsible for providing a wide variety of IT and helpdesk support services to our clients, including troubleshooting, diagnosing, and supporting systems.

Responsibilities and Duties

Basic Functions:

- Investigate, troubleshoot, and resolve technical issues customers are experiencing by providing professional, knowledgeable, and pleasant customer service and support over the phone, through emails, or in person.
- Monitor the remote monitoring and management system alerts and notifications and respond accordingly through service tickets.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages.

Qualifications and Skills

Qualifications:

- At least 2 years of directly related work experience; recent graduates with a great attitude and technical know-how will be considered.
- IT certifications are an asset.

Requirements:

- Experience with installing, configuring and administering Windows Server 2008/2012 (AD, DNS, DHCP, etc).
- Experience with LAN/WAN configuration and troubleshooting.
- Experience with backup and disaster recovery solutions.
- Experience with VMware, and Microsoft Hyper-V.
- Experience with Office 365.
- Valid driver's license.

Benefits

Compensation and Benefits:

- Salary based on experience and qualifications.
- Health insurance through Great West Life provided after probationary period of 3 months.
- Fun working environment and culture.