

**Evident IT**

325 Garry Street

Winnipeg, MB

R3B 2G6

**Technical support supervisor (NOC: 22221)**

**Number of Positions Available:** 1

**Terms of Employment:** Permanent Position, 30 hours per week

**Location of Work:** Winnipeg, Manitoba

**Wage:** \$25 per hour

**Language Requirements:** English

**Benefits:** Disability Insurance, Extended Medical Insurance, HSA

**Responsibilities:**

- Supervise help desk technicians.
- Provide Internet and Information Technology support.
- Build relationships by communicating professionally with the client contacts via phone, chat and email from our headquarters.
- Timely resolution of issues and requests from the clients and help desk technicians. (Fix their problems and make them happy!).
- Triage tickets and coordinate schedules.
- Educate and explain technical solutions to non-technical users.
- Study technical manuals of computer hardware and software to provide efficient solutions to users.
- Prepare and maintain a problems and solutions log for use by other staff.
- Gather technical notes and create or update the technical knowledge base for use by other staff.
- Team collaboration and sharing what you know with fellow employees.

**Qualifications:**

- College diploma in Computer Programming is required.
- Minimum of one year of work experience providing customer service.
- Minimum of one year of work experience providing help desk IT support (within an office environment) for Troubleshooting (VPN, Hardware, Software and MacOS), Azure Active Directory Management, Microsoft Exchange, Microsoft 365 Administration, Remote access software, Technical Documentation, SharePoint Administration, MikroTik Routers and Switches, PowerShell Scripting and Power Automate, SharePoint Administration, SQL Database Management, User Interface (UI) Designing, PowerShell Scripting, Remote Access Software, multi-factor authentication.
- Excellent communication skills, both written and verbal, with strong attention to detail and accuracy in completing tasks.
- Ability to learn quickly, work well under pressure, multitask, and prioritize tasks effectively.
- Ability to work independently and as part of a team.

**Email Resume and Cover Letter to:** [hr.evidentIT@gmail.com](mailto:hr.evidentIT@gmail.com)