

JOB TITLE: Desktop and Network Support Analyst (Bilingual)
DEPARTMENT: Infrastructure Services/I.T., Guardian Capital Group Limited (“GCG”)
REPORTS TO: Senior Manager, Infrastructure and I.T. Operations
LOCATION: Boucherville, QC

JOB STATEMENT:

As a Desktop and Network Support Analyst, you will investigate, diagnose, and resolve complex issues as they arise, and you will document, track, and monitor those issues to completion or escalation handoff. As part of the Technology Support Services team you will assist personnel with both local and remote support. You will coordinate with management, I.T. staff, and vendors to address issues related to existing systems as well as assisting with implementations of new technologies. As a global company we support around the globe but this position will primarily support our Quebec-based services. The Desktop and Network Support Analyst will be the initial point person for our Quebec operations and will be able to resolve, liaise or escalate as required to ensure the staff’s continued smooth operations.

ESSENTIAL FUNCTIONS:

- Providing end user technical support in both French and English;
- Troubleshooting complex LAN/WAN environments, including cabling, video conferencing, VoIP and VPN;
- Recording, tracking and escalating incidents efficiently;
- Configuring and deploying workstations, laptops and other computing equipment;
- Setting up new user accounts and configuring as required;
- Configuring/supporting printers, copiers, IP Phones and various other peripheral devices;
- Supporting mobile devices;
- Performing basic analysis, troubleshooting and investigation into network, server, storage, access and enterprise application issues;
- Assisting in special projects, as required;
- Providing exceptional service to all departments using available resources while meeting set SLAs;
- Documenting technical procedures for new technologies as well as updating/maintaining existing technical documentation;
- Working with other members of the I.T. group to ensure timely resolution of employee issues;
- Troubleshooting and resolving software and hardware problems on behalf of the employees;
- Monitoring the Helpdesk incident management system and ensuring that existing incidents and resolutions are documented;
- Developing training materials and procedures, and/or training users in the proper use of hardware and software;
- Working occasional overtime on weeknights and weekends, as required to support staff; and
- Travelling to regional branch offices, as required.

QUALIFICATIONS:

- University degree, community college diploma or relevant working experience
- At least 3 years of progressive technical support experience with end user devices
- Excellent communications skills, verbal and written communication in English and French is required
- Strong understanding of TCP/IP in LAN/WAN technologies
- Possess a valid driver’s license and have access to a vehicle

- Past work experience in the financial sector considered an asset
- Proven ability to quickly learn and apply skills involving complex products or services
- Ability to support end users using different methodologies (phone, in person, web)
- Possess solid technical, analytical and problem-solving skills and the ability to communicate issues to varied audiences
- Some experience with Imaging technologies, SCCM, Microsoft technologies, and VMware\Veem would be beneficial
- Excellent time management and customer service skills
- Works well independently and in a team environment
- Possess a strong commitment to customer service and satisfaction
- Demonstrated ability to manage multiple priorities/projects and meet deadlines
- Industry certifications are an asset (CompTIA, Microsoft, Cisco)

COMPENSATION:

Commensurate with experience

If you are interested in applying for this position, please forward a cover letter and resume in confidence to hr@guardiancapital.com.

Guardian is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, Guardian will endeavour to provide reasonable accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to disability during the recruitment process, please notify the hiring manager upon scheduling your interview.

We thank all applicants for their interest but only those selected for an interview will be contacted.