

Position: Operational Support - Technical Analyst

Reports To: Regional Manager (indirect reporting relationship to the Manager of Infrastructure Services)

Reporting To This Position: No Direct Reports

Purpose: Provide support on multiple hardware and software platforms at a junior to intermediate level. Participate in the inspection, set-up, deployment, maintenance and repair of mobile handheld units and enterprise digital assistants, personal computer hardware and software and peripherals, Will utilize networking knowledge to support connectivity and security of corporate wired and wireless networks.

Duties and Responsibilities:

- Provide day-to-day Level 1 and 2 support (hardware, software, and network) for staff at the regional cross-dock facilities that support the smart meter installation project.
- Provide support for wired and wireless networks in warehouse locations.
- Manage the SD Cards on all mobile handheld devices.
- Manage the Return Material Authorization process for mobile handheld devices used in the deployment of the smart meters.
- Manage the inventory of the handheld devices and associated accessories.
- Provide assistance to the Planner / Scheduler / Dispatcher or Operational Data Analyst as required.

This description is a guide to the general work to be performed and is not intended to be a complete statement of the position.

Requirements:

- Associate Degree in Computer Information Technology or equivalent education.
- MCP Certification in Windows XP.
- MCSA certification and/or Comptia A+ certification is an asset.
- Minimum of two years experience providing customer service-related support within in a technical environment.
- Strong technical knowledge of Windows 7 and Windows XP.
- Working technical knowledge of Windows Server 2000 & 2003, Active Directory & Users.
- Application support experience with MS Office including installing approved application software using non-administrator permissions.
- Strong knowledge of mobile handhelds or Enterprise digital assistants, running Windows Mobile 6 and higher.
- Strong knowledge of local area network administration and Wi-Fi Networks.
- Experience with Motorola Enterprise Digital Assistant MC 75 and MC 9500 is an asset.
- Experience in and understanding of working with Citrix client and thin client concepts is an asset.
- Knowledge of best practices in security management (i.e. eEncryption practices, access control).
- Previous experience in documenting and recording solutions using a ticket management system.
- Demonstrated ability to provide excellent customer service to a wide range of users.
- Strong communication skills and ability to convey information effectively
- Excellent problem solving and troubleshooting skills.
- Ability to work well in a fast-paced, changing environment
- Ability to work independently and under direct supervision.
- Ability to prioritize requests based on operational requirements.
- Ability to lift computers and transport heavy equipment.
- Must be willing to travel as required.
- Maintain a valid BC driver's license and be able to meet minimum company driving record requirements.

Job Description

- Successfully pass a criminal record check.
- Fluency in a second language is an asset.