



Title: END USER SUPPORT TECHNICIAN
Reports to: IT Manager
Company: 3 POINTS AVIATION – Mississauga Facility

3 Points Aviation is an industry leader in Aircraft component sales, manufacturing and repair and overhaul. Headquartered in the West Royalty Business Park in Charlottetown, we have worked tirelessly to earn a reputation that consistently exceeds our client's expectations. Our company, through focused customer service, has become a leader in the supply and distribution of new and re-conditioned aircraft parts.

JOB DESCRIPTION:

It will be the responsibility of the IT Application Specialist to provide IT project management, business analysis and application support services for the Company. The responsibilities of the IT Applications Specialist are to deliver projects and partner with the business to achieve business objectives through the effective use and sustainability of technology.

RESPONSIBILITIES:

- Assists staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines. Whether it be in person, over the phone or via email.
- Configure, install, troubleshoot Microsoft desktops and laptops OS and supported applications.
- Configure and troubleshoot mobile devices such as smartphone-Android; iPad/iPhone including mobile security software.
- Ability to provide consistent, excellent customer service support to management levels and users.
- Works with IT manager as appropriate to determine and resolve problems received from clients.
- Interact with numerous computer platforms in a multi-layered client server environment. Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
- Ability to be provide weekend coverage when required.
- Administer and Troubleshoot VPN Access.
- Maintain and troubleshoot network printers.

- Provision and maintain phones in both internal VoIP system and external mobile/cell services
- Facilitate IT help tickets to closure in a timely manner, and assist IT Manager in resolving larger issues.
- Create and delete accounts as part of on-boarding/off-boarding process.
- Support audio and video equipment and services in conference rooms.
- Manage and monitor internal assets to ensure accurate inventory records.
- Configure and relocates computer equipment as required.
- Evaluates, test and documenting new software and hardware changes and upgrades.
- Creates custom crystal reports and or SQL queries as required.

SKILLS AND EXPERIENCE:

- Ability to learn quickly, think logically and analyze information.
- Excellent communication and interpersonal skills as well as exceptional analytical approach to problem solving.
- An active interest in keeping up with advancements in technology.
- Ability to prioritize and multitask multiple issues.
- Experience required in Windows 7, 10.
- Proficiency working with Executive level staff.
- 1-2 years of experience in a corporate environment.
- Server 2008 R2/2012 Active Directory, Server 2016.
- Exchange 2010, Sharepoint Server.
- Microsoft Windows 7; Microsoft Windows 8.1/10 , Microsoft Office 2010/2016.
- A+, MCP certifications would be an asset.
- Knowledge of Microsoft Sharepoint 2010.
- Knowledge of switching / routing / cabling.
- Knowledge of Microsoft Terminal Services / Remote Desktop Services.
- Knowledge of managed anti-virus platforms.
- Knowledge of SQL, debugging, writing queries.
- Knowledge of Crystal Reports, writing and troubleshooting.
- Knowledge of virtualization technologies . (Vmware and Hyper V)
- Willingness to learn to an advanced level our company ERP system.