

## **Who We Are and What We Offer:**

CBV Collection Services Ltd. is a leading provider of collection services for over a 100 years with clients in the financial, telecommunications, and government sectors.

We offer the possibility to become part of a great working environment and company culture focused on nurturing professional growth for our employees. Our current advancement rate is of over 70% encompassing all levels of the company in addition, we offer our own internal university to provide opportunities for personal growth.

We are looking for highly motivated and career-focused individuals who believe in providing the best service and results for our clients. To learn more about our company please visit the following website: <http://www.cbvcollections.com>

## **Position Summary:**

Reporting directly to the Infrastructure Manager, the Help Desk Support position is a role where responsibilities include providing local & remote support for desktop, server and LAN/WAN operations in all of our offices. The ideal candidate will have 1 to 2 years work experience in a professional environment, along with a keen interest in joining a team of professionals whose focus is providing exceptional client service.

## **Essential Duties & Responsibilities:**

Responsibilities of the Help Desk Support include, but are not limited to:

- Providing professional customer-friendly Help Desk support for internal systems including PCs, software, Servers, and Network.
- Research and troubleshoot problems related to PCs, software, network, and servers.
- Escalate calls when necessary.
- Physical hardware moves/rollouts.
- Attend annual technical training.
- Monitor support ticket system and respond to support requests in a timely manner according to established SLA's.
- Participate in weekly team meetings and provide valuable input.
- User account management.
- Thorough documentation of support tickets, processes and systems functionality.
- Occasional weekend & after hours support.
- Liaise with CBV Vendors and service providers for Moves/Add/Changes/New Orders.
- Hardware inventory management.
- Work closely with Level 2 support for initial troubleshooting on more advanced issues.
- Able to work on projects from start to completion.
- Provide technical, security and process training to users.
- Some Travel may be required.
- Rotational On Call 24/7 via company supplied phone.

## **Experience & Qualifications:**

The minimum qualifications for this position include:

- Formal education in Information Technology.
- 1-2 years working in IT industry.
- Excellent knowledge of Microsoft Windows 10, Windows Server 2012, 2016 and 2019
- Quick understanding & willingness to learn new computer technologies.

- Positive attitude & organized with strong interpersonal, verbal & written communication skills.
- Ability to work under pressure and meet deadlines.
- Self-motivated, prompt, and has the ability to work independently.
- Exceptional troubleshooting skills.
- Ability to prioritize tasks accordingly.
- Respond to emergency outages in a calm manner.
- All other duties as required.
- Basic scripting in VBS, PHP, Bash and Microsoft PowerShell would be an asset
- Fluid English and French is mandatory