

Junior IT Support

Reliable Gun is seeking a service-oriented and self-motivated individual to join our IT support team.

In this role, you will work on maintaining and monitoring the computer systems and networks for our business. You will be tasked with solving technical issues and will also collaborate with team members to assist them with their technical requirements.

Duties and Responsibilities

- Install and configure software and computer systems.
- Troubleshoot and resolve issues with software or hardware.
- Walk colleagues or clients through steps to help them resolve their technical problems.
- Maintain procedures and documentation that provide technical support to the entire organization.
- Analyze records and logs to spot underlying trends and potential issues.
- Support the implementation of new solutions or applications.
- Establish accounts for new users and assist with password or login problems.
- Assist with any other requests as required.

Requirements and Qualifications

- Associate's or bachelor's degree in computer science, a related field, or equivalent experience.
- Canadian RPAL (Restricted Possession & Acquisition License) Firearms License.
- 1+ years of experience in a technical support role.
- Certifications are preferred, but not required.
- Working knowledge and expertise with a variety of software, hardware, and applications.
- Willingness to solve complicated problems and see projects through to completion.
- Analytical skills to study problems and records and identify solutions.
- Team-oriented attitude to help other colleagues with technical problems.
- Strong interpersonal communication and relationship-building skills.
- Ability to manage time and effectively prioritize numerous projects at one time.