



Employment Opportunity: IT Help Desk Associate

To apply for this position, email [résumé and cover letter](mailto:hr@prophet.ca)
(Microsoft Word or .PDF format) hr@prophet.ca

The Role

Are you a skilled technician looking to take the next step in your career? An individual excited by the challenge of IT consulting? This position offers you an opportunity to step into a dynamic organization and the potential for growth from a personal, professional, and technical standpoint. You'll work closely with the IT Services Manager and a talented team of technicians to analyze and resolve technical problems for a wide variety of clients.

- Provide timely and professional Help Desk Support via telephone, remote control and email
- Install, upgrade, and configure network printing, directory structures, user access, software, and file services
- Evaluate and resolve various problems for established networks
- Install and configure computer hardware
- Troubleshoot and repair desktop equipment and software
- Support the roll-out of new hardware and software to clients
- Provide network documentation, training and guidance, to orient clients on the use of their hardware and software
- Document problems and resolutions for future reference

Requirements

This role calls for a dedication to customer service and a broad set of technical skills. The specifics include:

- Minimum 2 years of hands-on IT/Help Desk experience
- Demonstrated superior Help Desk customer service skills
- CompTIA A+ Certification
- Post-secondary program completion preferred, experience and industry certifications also considered
- Knowledge of Windows Server 2012R2/2016, Exchange Server 2013/2016
- Understanding and experience with Hyper-V and VMware virtualization technologies
- Solid understanding of IP networks and all related elements
- Knowledge and understanding of Windows 8/10 and mobile device platforms
- Aptitude for problem solving and critical thinking
- Desire to learn and a passion for technology
- Valid Driver's License and regular access to a reliable vehicle

[Prophet Business Group Ltd.](http://www.prophet.ca) is a Winnipeg-based technology company with 25+ years of experience in accounting software, CRM software and IT solutions. Our consultants are dedicated to helping customers get it right when it comes to critical technology. We play as hard as we work, we embrace every opportunity to learn and we share our success with the team. If that sounds like a place you want to work, we'd love to hear from you.