



As the Technical Support Analyst, you will report to the Manager of Infrastructure & Network Operations, while enhancing business operations, efficiency, and productivity. You will help resolve technical issues within our stores, offices and end users including diagnosing and repairing faults, resolving network issues, and installing and configuring hardware and software.

**Some of What You'll Do:**

- Logging and processing support calls
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Support Retail stores and new store openings
- Desktop support for office and remote employees
- Setting up accounts for staff, ensuring that they know how to log in
- Manage and support office + stores access control system, camera system, server room and IT infrastructure
  - . O365 and Exchange online administration and support
  - . SharePoint site administration and basic security operations
  - . Working with telco vendors and ISP
  - . MS Team and phone system support and administration

**Some of What You'll Need:**

- Good communication and customer service
- Written and oral communication skills
- Troubleshooting and problem determination
- 1-2-year experience in IT Support role
- Experience with desktop and laptop computer as well as tablet and cellphone
- Experience with Office365, Mac, Windows 10
- LAN, WAN, Corporate office support
- Ability to perform physical tasks such as lifting heavy equipment of IT excellent organizational skills
- Either graduation or some IT certifications from Microsoft, CompTIA
- Must be available up to Travel within North America
  - . On call rotation for support
- Driver's License – an asset