

## IT TECHNICIAN POSITION

Riopel Consultant Inc. is currently seeking an IT Technician.

Riopel Consultant, of Saint-Jérôme, Quebec, which has been operating since 1998, is currently looking to fill the position of IT Technician. We work in IT, offering professional and technical support services to our clientele made up of companies of various sizes. If you like a fast-paced, constantly stimulating work environment, this is the place for you! The position is opening up as a result of company growth.

### Responsibilities:

Analyze and resolve customers' problems over the phone, via email, or during site visits.  
Manage and follow-up on problems and requests in a timely manner.  
Perform all related tasks, as needed.

### Requirements:

College degree or Microsoft certification

5 years of relevant experience in remote diagnostics and resolution of technical problems

Spoken bilingualism is an asset

Good knowledge and experience of Windows environments

Ability to offer technical assistance: All Microsoft products

Ability to offer user assistance: MS Office and other various software

Ability to install, configure, migrate and/or do maintenance: PC, printers, software and other peripherals

Focus on customer service, self-motivation and autonomy

Excellent analytical skills and speed of work

Organizational skills, good communication skills and focus on service quality

### What we offer:

Riopel Consultant offers a work schedule of 40 hours a week. In addition, we allocate a cellphone and a vehicle to each technician to travel to our customers' work sites. But most of all, working at Riopel Consultant means enjoying a friendly, respectful and family-like atmosphere.

Interested in this position? Send us your CV. Don't miss out on this opportunity to join our company, which has established itself as a leader in the Laurentians.

Please send your CV by fax or email.

Fax: 450-436-4744

Email: [emploi@riopel-consultant.com](mailto:emploi@riopel-consultant.com)