

POSITION: COMPUTER SUPPORT TECHNICIAN (HELPDESK I & II)

Riopel Consultant Inc. is seeking a computer support technician (Helpdesk I & II).

Company profile:

Riopel Consultant is a company located in Saint-Jérôme, Quebec, that has been in operation since 1998. We are currently seeking to fill the position of **computer support technician (Helpdesk I & II)**. We work in information technology, providing professional and technical support to our clientele, made up of companies of varying sizes. This is a great opportunity for people who like a stimulating and fast-paced environment. The position has opened up due to company expansion.

Duties:

- Offering troubleshooting services over the phone for software and equipment, and basic level-1 and -2 problems with software and equipment
- Assigning a ticket and a priority order for all incoming calls
- Installing, configuring and testing layered applications (including the Microsoft Office Suite, client emails, anti-virus software, etc.) and providing the needed support
- Administering the Microsoft Office suite and other linked applications for Riopel Consultant clients
- Assigning tickets to the right consultant from the Riopel team
- Helping consultants with related projects for customers, as needed

Requirements:

- 1 to 3 years of experience in a similar position
- Post-secondary diploma (technical)
- Ability to learn quickly and manage priorities efficiently
- Excellent mastery of Microsoft operating systems and major application software packages
- Ability to work outside regular business hours and to work remotely for support shifts

What the company offers you:

Riopel Consultant offers a work schedule of 40 hours a week. And, especially, working at Riopel Consultant means enjoying a friendly, family-style atmosphere based on teamwork and respect.

Interested in this position? Send us your CV. Don't miss out on this opportunity to work with a company that has established itself as a leader in the Laurentians. Send us your CV via fax or email.

Fax: 450-436-4744

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