

DESKTOP / NETWORK SUPPORT TECHNICIAN

COMPANY: Jayman BUILT
LOCATION: Calgary, AB
TYPE: Full-time
SALARY: \$50,000 – \$55,000

JOB DESCRIPTION:

Builder of the year 22 times. Picture a career with US.

As one of Alberta's largest home builders, Jayman BUILT offers customers a wide range of beautiful homes in the most desirable communities of the Calgary and Edmonton areas. Jayman is a market leader and has been providing the highest standard of quality for 42 years by blending fine craftsmanship with the most advanced construction technologies available.

As a Desktop / Network Support Technician, you are based in Calgary and are responsible for directly supporting our business users with IT issues or requests in both Calgary and Edmonton (remotely). Some occasional travel to our Sales Centres will be required.

A Day in the life of a Desktop / Network Support Technician:

- Directly support business users with IT issues and requests and manage those requests through to completion.
- Provide IT orientations and new hire documentation to new users as they commence employment.

- Develop IT self-help articles and procedures for common IT issues and publish them to users.
- Adhere to Security Policies throughout all support tasks and procedures.
- Ensure support documentation is current and complete.
- Ensure Users and IT teams are appropriately informed of issues or outages and timelines for repair.
- Be available as part of an on-call rotation to support our Sales Centres evenings till 8pm and on weekends from 12pm – 5pm.

What you will bring to the table:

Qualifications:

- Microsoft Certified Systems Engineer, Information Technology Management Certificate or an equivalent.
- End-user support experience.
- Excellent communication skills with the ability to communicate technological concepts to non-technical users
- High level of motivation, positive attitude and strong sense of ownership.
- Understanding of support processes and methodologies.
- Understanding of industry standard support methodologies.
- Understanding of software applications relevant to support
- Understanding of networking equipment and best practices. (Firewalls, Switches, WAP).
- Microsoft SQL experience would be a definite asset.

Software / Services:

- Microsoft Windows (10), Windows Server
- Office 365/Microsoft Azure
- Meraki
- Active Directory/Azure AD
- FAST by Constellation HB

- Dynamics 365
- Managed Engine Service Desk Plus
- MSSQL

As a Platinum-Level Best Managed Company, we will provide you the following:

- Salary range: \$50,000-\$55,000
- Bonus potential of 5% salary paid out annually.
- Flexible health and dental benefits.
- Opportunity to participate in a unique Jayman Employee Investment program.
- Employer matching Group RRSP program and discount programs on Jayman products
- Customized Training Programs. Continuing education is a focus at Jayman and you have the opportunity to participate in annual education & training.
- Opportunity for growth and career advancement.
- Employee Discounts.
- Social Club events.
- On-site gym & parking.

Join the award winning Jayman BUILT team and contribute to our exceptional track record, with over 30 thousand homes built in the last 42 years.

Please send your resume and cover letter to apply at careers@jayman.com.

We thank all applicants for their interest; however only those selected for an interview will be contacted. No telephone or agency inquiries please.