IT SERVICE DESK TECHNICIAN

COMPANY: Jayman BUILT

LOCATION: Calgary, AB

TYPE: Full-time

SALARY: $55,000-$60,000

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 **IT Service Desk 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 AN IT SERVICE DESK TECHNICIAN:

▶ Provide technical support to on-site and off-site end users for hardware and software-related issues in a timely manner.

▶ Configure, install, and maintain desktop & mobile systems.

▶ Provide IT orientations and new hire documentation to new users as they commence employment.

▶ Participate in the creation and maintenance of IT Support documentation.

▶ Be available as part of an on-call rotation to support our Sales Centres evenings till 8pm and on weekends from 12pm – 5pm.

▶ Keep up-to-date with current technologies, industry trends, and security-related threats.

CANADA'S BEST MANAGED COMPANIES

Jayman BUILT

Performance lives here.

ATTRIBUTES OF AN IT SERVICE DESK TECHNICIAN

▶ 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.

▶ Ability to work effectively as part of a team and at an independent level.

▶ Understanding of support processes and methodologies.

▶ Understanding of networking equipment and best practices. (Firewalls, Switches, WAP).

▶ Microsoft SQL experience would be a definite asset.

▶ Customer-focused attitude and strong commitment to providing exceptional support.

SOFTWARE/SERVICES:

▶ Microsoft Windows (10/11), Windows Server

▶ Office 365/Microsoft Azure

▶ Meraki

▶ Active Directory/Azure AD

▶ Builder-specific ERP's (FAST/Newstar)

▶ Dynamics 365

▶ Managed Engine Service Desk Plus

▶ MSSQL

AS A 2022 BEST MANAGED COMPANY, WE WILL PROVIDE YOU WITH

▶ 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

- ▶ Continuing education is a focus at Jayman, and you have the opportunity to participate in annual customized education & training
- ▶ Opportunity for growth and career advancement
- ▶ Employee Discounts
- ▶ Social Club events
- ▶ On-site gym & parking

For the last 43 years, Jayman BUILT has been proud to be one of Alberta's top home builders. Join the award-winning team and contribute to our exceptional track record. Please send your resume and cover letter to 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.