

## POSITION VACANCY

### DESKTOP SUPPORT TECHNICIAN | Full-Time Temporary Position (Maternity Leave)

**Findhelp Information Services** is a nonprofit United Way member agency that provides information about community, social, health and related government services in Ontario.

Findhelp Information Services requires a desktop support technician on a temporary basis.

Findhelp is an agency committed to ensuring that the public has access to community information and services. This information is provided through various media including voice, web and print. The desktop support specialist will be responsible for supporting approximately 70 desktops in 3 offices located in the same building as well as 3 conference rooms. The desktop environment is essential to the success of our work and the successful candidate will have a strong commitment to working as part of a team and to excellent customer service.

#### Responsibilities:

- Onsite support of Windows XP. Office 2002 environment
- Onsite support for Thunderbird email and Firefox and IE8 browser software
- Installation and troubleshooting of desktop hardware
- Migration to Windows 7 and Office 2010
- Liaison between clients and internal support team
- Record information on problems, work orders and solutions using a trouble ticket system
- Training and orientation of clients on use of desktop software
- Some data analysis
- A/V equipment setup and troubleshooting
- Report development using SQL or Crystal Reports
- Prepare documentations for procedures and use of software



### Skills and Experience:

- Intermediate/senior level knowledge of Windows XP, Windows 7, Microsoft Office XP, 2007/2010
- 2-4 years service desk/helpdesk experience
- Strong customer service orientation
- Basic knowledge of LAN technology
- Strong troubleshooting and analytical skills
- Familiar with logging and monitoring a trouble tracking ticket system
- Familiarity with the following technologies:
  - Thunderbird
  - Firefox
- Excellent oral and written communication skills
- Familiarity with A/V equipment an asset
- Ability to work with SAP Crystal Reports an asset

### Education:

Post Secondary degree or diploma in Computer Science or equivalent combination of education and work experience

### Salary and benefits:

This is a full time temporary six-month position (may be renewable), consisting of 35 hours per week. Hourly salary rate of \$25.80 plus 18.25% in lieu of benefits.

### Application procedure:

Please provide cover letter and resume no later than Monday, July 19, 2010 to:

Cristina Umana, HR and Administration Manager  
543 Richmond St W, Ste 125, Box 203  
Toronto, ON M5V 1Y6

Fax 416-392-4404 | e-mail: [job@findhelp.ca](mailto:job@findhelp.ca)

### Additional Information

This position is part of CUPE Local 3173

We thank all applicants for their interest but only those selected for an interview will be contacted. Internal applicants will be considered first.

*To meet our equity goals, Findhelp Information Services encourages applications from all designated equity groups, including Aboriginal peoples, Members of visible minorities, Persons with disabilities and Women.*