

IT Support



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Job Summary

Vacancy :
Deadline : Jun 28, 2024
Published : Mar 13, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Job description

Who we are:

IRISNDT has been serving the oil and gas, petroleum, and petrochemical, chemical, power generation, pipeline, wind/renewables and potash industries since 1953.

Our Canadian operations currently provide services from Edmonton, Calgary, Cold Lake, Fort McMurray, Lloydminster, Nisku, and Red Deer. Our USA operations provide services from 23 office locations, our United Kingdom operations provide services from 7 office locations, and our Australian operations provide services from 5 locations.

Our growth is primarily due to our combination of experienced management and strong technical skills, combined with a high commitment to customer service.

Who you are:

- Highly motivated self-starter with excellent written and verbal communication skills
- Strong customer service skills and professional demeanor on the phone, through messaging (e.g., email and Microsoft Teams), and in-person.
- Ability to understand and follow written and oral instructions with acute attention to detail.
- Ability to maintain a professional and courteous manner in difficult and stressful situations.
- Strong organizational and multitasking skills with the ability to manage priorities and workflow.
- Strong work ethic and a positive attitude.
- Ability to maintain positive working relationships with clients.
- Exceptional safety and quality awareness.
- Self-motivated and capable of working at a high technical and performance level.

Job Description:

Full-time position based out of Edmonton, Alberta, with competitive pay, full benefits, and opportunities to build a rewarding career with IRISNDT.

Responsibilities:

- Providing prompt, professional, and courteous service by answering incoming phone calls, e-mails, and ticket system requests and providing desk-side & remote support for IT & technology related issues.
- Equipment & asset management. Includes but is not limited to Windows deployments and physical equipment deployments (laptops, desktops, mobile devices, & other IT equipment).
- Assist all other members of the global IT team, assist in large IT projects, and perform routine & administrative tasks (inventory, stock control, pickups/deliveries, IT clean-up & organization).
- Traveling between various client sites and IRISNDT offices throughout Alberta as and when required.
- After hours, weekends, and extended hours will be required as demand dictates.

Skills & Experience:

- Able to lift 50+ lbs.
- Hardware, software, mobile maintenance, installation, and servicing.
- Basic Networking understanding (Subnets, VLANs, VIPS, OSI model).
- Highly motivated self-starter with excellent written and verbal communication skills.
- Strong customer service skills and professional demeanor on the phone and in-person.
- Microsoft Office Suite and MS desktop operating systems - install/config/maintenance.
- Ability to understand and follow written and oral instructions, with acute attention to detail.
- Ability to maintain a professional and courteous manner in difficult and stressful situations.
- Strong organizational and multitasking skills with the ability to manage priorities and workflow.
- Valid Driver's License and pre-access drug and alcohol testing required.
- Pre-employment background checks will be required.

Compensation will be commensurate with experience and qualifications. Health benefits that meet or exceed industry standards will be provided after a 3-month probationary period.

Legal entitlement to work in Canada is mandatory.

IRISNDT Corp. is committed to diversity and equal opportunity employment, as well as to our obligations as a member of the Canadian Council for Aboriginal Business (CCAB). We expect our employees to behave ethically and professionally.

If this sounds like you, we encourage you to apply! We thank all applicants for their interest however only those selected will be contacted.

Education & Experience

Must Have

Remote skill

Educational Requirements

Compensation & Other Benefits
