

Lillooet Tribal Council

650 Industrial Place, Lillooet B.C., V0K 1V0

info@lillooettribalcouncil.ca

T: 250-256-7523 | F: 250-256-7119



JOB TITLE:	IT Service Desk Agent, Tier 1-2	ORGANIZATION:	Lillooet Tribal Council (LTC)
DEPARTMENT:	IT Department	TERM:	1 year with possibility of Permanent Full Time
LOCATION:	Community Adult Learning Centre/Remote	REPORTS TO:	IT & Support Manager
POSITION WILL BE POSTED: May 27th – UNTIL POSITION IS FILLED			
APPLY TO: <i>(with cover letter, resume and current references)</i>			
Attn. Administrator, Lillooet Tribal Council, 650 Industrial Place, Lillooet, B.C., V0K 1V0 Or email: info@lillooettribalcouncil.ca			
POSITION SUMMARY:			
The Service Desk Agent is the main point of contact between the LTC staff and the IT department. The successful candidate provides IT support services for the LTC and will have good technical knowledge to resolve requests. The position can be delivered onsite and/or remotely.			
RESPONSIBILITIES:			
<ul style="list-style-type: none">• Respond to service requests within established service level targets• Provide troubleshooting and technical support via telephone, email and walk-ins• Respond to end user inquiries, run diagnostic programs to determine and implement solutions• Provide hardware-related support for PCs, laptops, printers, cell phones, and tablets etc.• Resolve Level 1 issues and escalate complex and/or high priority incidents to the appropriate team members for resolution• Provide account management for access provisioning• Follow-up with end users to provide status updates as per service level guidelines• Communicate with end users at all levels of technical and non-technical skill sets• Follow all standard operating procedures (SOP)• Work collaboratively with people across the organization. Properly document and track all contacts using a ticketing system with a sense of urgency and an eye for detail• Other duties as assigned			

QUALIFICATIONS:	
<ul style="list-style-type: none"> • Minimum of 1- year experience working in an IT Service Desk/Inbound Call Centre environment • Superior customer service skills with an ability to demonstrate empathy • Excellent professionalism, and a self-motivated attitude with the ability to work in multiple environments and prioritize tasks effectively • Sound problem-solving abilities, with the experience to quickly identify issues as they arise and provide best-practice advice to achieve resolution in a timely manner • Strong communication skills (written and oral) and the ability to interpret, understand, and deliver end-user requirements • Solid troubleshooting, problem solving, collaboration skills, and be able to work effectively as part of a team • Basic understanding of Service Desk metrics/SLA's • Experience using ITSM Ticketing tools (e.g. Service Now, InvGate) to manage and track incidents • Diploma in Information Technology or equivalent experience in a Service Desk environment 	
NICE TO HAVES:	
<ul style="list-style-type: none"> • Certification in relevant IT Products/Technologies is a plus • Basic knowledge of ITIL • Basic knowledge of Microsoft Applications • Drivers licence of Class 5 	
Salary	Dependent on education, experience, and skill level.

Please note that only those applicants shortlisted will be contacted. If you do not hear from us about this position, please accept our sincere appreciation for your interest in our organization!

