



Cyberlink Systems Corp.
201 – 111 Kootenay St. N
Cranbrook, BC V1C 3T5
250-426-5175 • cyberlink.ca

Employment Opportunity IT Support Specialist

1. Nature and Scope of Work

Cyberlink Systems Corp. is seeking a highly motivated individual who takes pride in providing professional and friendly support to their clients. Working within a close-knit team, you will provide expert IT services to our clients ranging from workstation and server support to network design and implementation. By developing detailed documentation of all process, you will ensure that all systems are efficiently managed. The successful candidate will demonstrate a high level of computer literacy and a strong customer service mindset. Travel to remote sites and scheduled on-call coverage is required.

2. Duties and Responsibilities

- Perform the duties of an IT Support Specialist including but not limited to the support and management of a typical Windows Server Network environment.
- Investigate and resolve software and hardware problems on workstations, laptops and thin client computers, Servers and network systems.
- Install and or oversee installation and configuration of software and hardware .
- Provide orientation and training to users as required.
- Create documentation for client's systems and IT processes.
- Perform systems maintenance and preventative maintenance on supported systems.
- Examine users' current applications, practices, and needs, and to identify problems and recommend or implement solutions or improvements.
- Investigate, document, assess and resolve software and hardware problems
- Liaison between clients' systems and vendors.
- A passion for technology and helping clients fix, solve, or enhance their experience with their technology.
- Knowledge in problem definition and solution techniques applicable to analyzing business processes; enterprise IT, GIS and database technologies relevant municipal software or solutions.

3. Supervision

This position is supervised by the IT Manager. The employee filling this position has no supervisory authority except as may be required for casual employees engaged in related projects.

4. Qualifications & Experience

- Completion of Grade 12 or GED equivalent
- Two or more years experiencing working in computer and network support.
- One or more years' experience with PC maintenance/repairs A+ Certified preferred
- Experience in Windows AD, Exchange, MS SQL, Linux/Unix Systems
- Experience in VMware and Hyper-V is an asset but not required.
- A strong working knowledge of the Microsoft Office Suite.
- Experience in repairing customers devices in a face to face environment is an asset
- Demonstrates experience and competency in delivering excellent customer service
- Possess the professionalism and can-do attitude
- Possess strong communication skills (verbal and written)
- Excellent time management and organizational skills
- Valid Class 5 Driver's License with a safe driving record