



Position Title: IT Service Desk Technician

Agency: Visions of Independence Inc.
Closing Date: April 18, 2025

Posted: April 4, 2025
Location: Remote Hybrid

To Apply: Human Resources by email hr@voimb.ca

Please include the posting ID #2025-49

Please note: This position is an outofscope position, which means the regular union rules will not apply to the awarding of this position. Interviews will take place and the position will be awarded to the successful candidate based on skills and not seniority.

Please submit your Resume and Cover Letter.

Position Overview

The IT Service Desk Technician would report to the IT Manager and would be responsible for providing technical support, troubleshooting issues, content creation, documenting processes, communicating and delivering technical training to end-users. This position requires fantastic communication and interpersonal skills to develop and maintain productive relationships with our IT product-centric teams within the organization. The IT Service Desk Technician will collaborate with the other departments to lead and support learning events, conduct research, produce resources and guidance, and facilitate ongoing knowledge base development and engagement. This role is ideal for someone who is passionate about technology and eager to learn and grow within the IT field.

This is a full time role working in a hybrid work environment with the occasional requirement to attend meetings on site.

Qualifications & Requirements

- A degree in Information Technology, Computer Science, or a related field (or equivalent experience).
- Basic understanding of computer hardware, software, and networking concepts.
- Strong interpersonal skills
- Exceptional written and oral communication skills
- Experience working in an international, multi-cultural environment
- Ability to work independently and as part of a team.
- Strong relationship building – ability to listen; build rapport, and credibility as a strategic partner.
- Strong project management skills and ability to work in agile environment
- Ability to adapt in a quickly changing environment
- Thrives on learning new processes and technologies with minimal direction.

Preferred Qualifications

- Experience with IT service management tools (e.g., Connectwise, Freshdesk, etc.).
- Familiarity with content creation tools (e.g., Microsoft Office, Canva, etc.).
- Previous experience in a customer service or technical support role.



Specific Responsibilities

- Provide first-level technical support to end-users via phone, email, and in-person.
- Troubleshoot hardware, software, and network issues.
- Create and update technical documentation, including user guides, FAQs, and knowledge base articles.
- Assist in the development and delivery of technical training sessions for end-users.
- Create and maintain documentation and training material for IT products & services.
- Work closely with product-centric teams as the knowledge management expert.
- Coordinating training classes on technical topics like Microsoft 365, Office and cyber security.
- Basic understanding of helpdesk, networking and cyber security.
- Develop training material both written and video for end-users.
- Enjoys communicating and collaborating effectively with subject matter experts.
- Develop brand standards and maintain continuity of style of content.
- Analyzing metrics to determine whether there is a learning need and define performance objectives.
- Collaborate with other IT team members to resolve complex technical issues.
- Maintain accurate records of support requests and resolutions in the ticketing system.
- Stay up-to-date with the latest technology trends and best practices.
- Accomplishes information systems and organization mission by completing related results as needed.

Other

- All other duties as assigned

Reporting Relationship

Reports to: IT Manager