



IT Help Desk Specialist

Lopes offers competitive wages, professional development, health and dental benefits 100% covered by Lopes, RRSP contribution, great work environment and a fulfilling career with advantage of continual growth.

An **IT Help Desk Specialist at Lopes** is the first point of contact for technical support for all employees users of computer systems, telephones and networks.

FUNCTIONS/RESPONSIBILITIES:

- Offer high-quality of customer service to Lopes Team in person and over the phone.
- Provide first and second level support and troubleshooting on company's network and computer hardware and software issues.
- Perform hands-on fixes at the desktop/laptop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications. Apply diagnostic utilities to aid in troubleshooting.
- Provides guidance, assistance, coordination and follow up on client questions, problems or malfunctions of all systems applications, hardware and software installed and maintained by the company.
- Equipment set up, including hardware and software.
- Handle scheduled software upgrades and patches.
- Develop reference and training materials and provide end-user training.
- Perform additional assignments and responsibilities as assumed or requested by supervision.

REQUIRED QUALIFICATIONS

- 2+ years experience support technician;
- College diploma or certificate in Computer Sciences or equivalent;
- Have the required skills to offer excellent customer service.
- Show great sense of initiative, team spirit and interpersonal skills.



- Excellent knowledge of Windows Environment
 - Sense of urgency and ability to multitask
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Please note that applicants must be legally entitled to work in Canada.

Lopes is committed to the principle of equity in employment. Accommodation will be provided throughout the hiring process, as required. Applicants must make their needs known in advance.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.