



JR. IT SUPPORT SPECIALIST

Position:	Junior IT Support Specialist
Department:	Operations
Reports To	IT Support Operations Manager
Posted	January 12 th , 2024
Compensation	Salary

Purpose

We are seeking a highly motivated and detail-oriented individual to join our IT team as an Entry-Level IT Support Specialist. The ideal candidate will have a strong passion for technology, excellent problem-solving skills, and a desire to learn and grow within a dynamic and collaborative environment. This is an entry-level position suitable for recent graduates or individuals with limited professional experience in the IT field.

Position Summary

The IT Support Specialist reports to the IT Support Operations Manager, providing operational support for the day-to-day technology needs of the credit union.

This role requires the ability to perform day to day functional testing and related testing activities. This position requires the ability to communicate effectively with both technical and non-technical individuals at various levels. Works with the IT Support Operations Manager, business stakeholders, and external service providers to understand the underlying technologies and applications.

Position Responsibilities

- Receive /Track / Troubleshoot / Monitor / Report / Escalate / Resolve issues on all problems, bugs, fixes, and upgrades that have been reported by our employees. Monitor all support requests from the organization as well as using it to track support issues reported to Pathwise Credit Union.
- Assist in troubleshooting and resolving IT-related problems through phone, email, or in-person communication.
- Assist in the setup, installation, and configuration of computer systems, peripherals, and software applications.
- Ensure proper functionality and usability of IT equipment.
- Conduct basic training sessions for end-users on the proper use of hardware, software, and IT resources.
- Create user guides and documentation to facilitate self-help resources.
- Assist in routine maintenance tasks, including software updates, system patches, and antivirus scans.
- Monitor system performance and report any anomalies or issues to senior IT staff.



- Maintain accurate records of hardware and software inventory.
- Assist in tracking and managing IT assets, including procurement and disposal.
- Work collaboratively with IT team members to solve complex issues and contribute to the overall improvement of IT processes.
- Participate in team meetings and training sessions to enhance skills and knowledge.

Position Qualifications

- Bachelor's degree in information technology, Computer Science, or a related field.
- Strong understanding of basic IT concepts, including hardware, software, and networking.
- Excellent communication and interpersonal skills.
- Ability to work independently and collaboratively in a team-oriented environment.
- Eagerness to learn and adapt to new technologies and challenges.
- Basic knowledge of operating systems (Windows, macOS, Linux) and common software applications.

Required Knowledge and Skills

- Familiarity with troubleshooting tools and techniques.
- Basic understanding of networking principles.
- Experience with the help desk or customer support is a must.
- Relevant certifications are advantageous.

Applications

Candidates should submit their application, cover letter and resume to:

Attn: People & Culture
Subject: IT Support Specialist
Email: careers@pathwise.ca