User support Technician

Quantum Xpress Ltd. / Quantum Xpress

Job ID
52017

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LOCATION	DATE POSTED	EXPIRY DATE
32 Armstrong St. New Liskeard, ON, P0J 1P0, New Liskeard, ON | Ontario	16-11-2026	15-05-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 31 CAD hourly. 40 hours per week	1 year to less than 2 years	College, CEGEP or other non-university or diploma from a program of 1 year to 2 years

Job Details

Company: Quantum Xpress Ltd. / Quantum Xpress

Business information: Established in 1996, Quantum has been an active community partner since it was conceived and was awarded business of the year by our Temiskaming Shores & Area Chamber of Commerce in recognition of our efforts demonstrating a passion for excellence and promoting the advancement of responsible business leadership. We employ nine full time customer service oriented professional, providing services such as I.T. technical support, software programming, repairs, cabling, systems implementation, network troubleshooting and much more.

Business Address: 32 Armstrong St. New Liskeard, ON, P0J 1P0.

Work Location: Same as above and various locations across the Northeast region, depending on the client’s sites.

Type of Employment: Full-time - Permanent

Estimated Start Date: As soon as possible

Job Description:

Give access to computer networks

Report on the performance of computer systems and networks

Respond to users experiencing difficulties with computer

Consult user guides, technical manuals and other documents to research and implement solutions

Provide advice and training to users in response to identified difficulties

Collect, organize and maintain a problems and solutions log for use by other technical support analysts

Provide business systems, network and Internet support to users in response to identified difficulties

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

Provide customer service

Manage incidents

Drive to and from clients’ locations.

Job Description

Requirements

Education: College or other courses in computer science, computer programming or network administration is required.

Experience: At least 1 year of experience in the field is required.

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Tight deadlines, Repetitive tasks

Attention to detail, Ability to distinguish between colours.

Valid driver’s license.

Personal Suitability: Accurate, Client focus, Efficient interpersonal skills, Excellent oral and written communication, Initiative, Judgement, Organized, Team player, Ability to multitask, Time management.

Computer and technology knowledge: Android, iOS, Device drivers, Networking software, Networking hardware, Networking security, Internet, Servers, Desktop applications, File management software, Security software, Multimedia software, Word processing software, Presentation software, Mail server software, Communication software, MS Active Directory, MS Office, MS Windows, Wireless networks.

Language: English is required

Salary: 31 CAD hourly. 40 hours per week

Benefits: Company’s vehicle provided to go to client sites. Travel expenses paid by the employer if the worker needs to relocate.

Important Information: Work Schedule is from Monday to Friday, typically 8:00 AM – 5:00 PM OR 9:00 AM – 6:00 PM

Occasional weekends as required. Overtime may be required based on workload.

On-call duties: minimum 3 hours of billable time per call.

Apply by e-mail to: pmiron@qxl.ca

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