

Job Description

IT Technician (Summer Student)

Reports to: Senior Manager – NOC

Direct Reports: None

Structure: Hourly (Summer Student)

Summary of Role:

Reporting to the Sr. Mgr – NOC, the IT Technician (Summer Student) supports Sichuun's own and Sichuun's clients' internal networks and computer systems.

Principle Duties & Responsibilities

IT Support

- Support setting up, configuring, and/or administration of Sichuun's computer systems, networks (wired and wireless) and/or services
- Support the maintenance and repairing of clients' computer systems and/or networks (wired and wireless)
- Troubleshoot computer, networking and/or services issues
- Support the NOC Tech as required

Customer Support

- Perform first level customer service
- Enter data and maintain customer and payment records
- Assist to manage the ticketing system
- Configure routers
- Take payments

Retail

- Perform first level customer service
- Enter data and maintain customer and payment records
- Assist to manage the ticketing system
- Configure routers
- Take payments

Administration

- Support Sichuun staff as required.

Qualifications

Education and Certification

- Current or recently graduated secondary or post-secondary student

This position description should not be construed to imply that these requirements are the exclusive standards of the position, including cross-training requirements. Position holders are expected to follow any other instructions and perform any other duties, as may be required by their supervisor.

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