



## MCC Toronto

### IT Technician

#### Job Description

We are looking for technically skilled candidates with good problem-solving ability for the position of IT technician. The duties of an IT technician include being a reference point for all IT related queries at the user level, responding to user needs in a timely manner and ensuring the optimal running of all systems, among other technical duties.

IT technicians are expected to display good interpersonal skills as they will interact with colleagues from various departments and executive levels. They are required to listen to their technical needs, understand their problems, and implement solutions to them. Responsibilities include:

- Providing support to users and being the first point of contact all IT related issues.
- Evaluate documented resolutions and suggest ways to prevent future problems.
- Escalate problems (when required) to the appropriate experienced technician.
- Installing and configuring hardware and software components to ensure usability.
- Troubleshooting hardware and software issues.
- Setting up workstations with computers and necessary peripheral devices
- Ensure security and privacy of networks and computer systems
- Identify and learn appropriate software and hardware used and supported by the organization.
- Upgrading the entire system to enable compatible software on all computers.
- Performing tests and evaluations of new software and hardware.
- Establishing good relationships with all departments and colleagues.
- Managing technical documentation.

#### Requirements

- Bachelor's degree in computer science or related field.
- 2+ years of experience in computer networks and systems maintenance.
- A+, Cisco Certified Network Associate accreditation advantageous.
- Exceptional customer service orientation and the ability to present ideas in user-friendly language.
- Keen attention to detail and able to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning.

To apply, please email Nancy Barrett at [nancy.barrett@mcc-hvac.com](mailto:nancy.barrett@mcc-hvac.com)

Mobile Climate Control encourages applications from all qualified candidates. Please contact Nancy Barrett at [nancy.barrett@mcc-hvac.com](mailto:nancy.barrett@mcc-hvac.com) or 1-905-482-2750 ext. 1266 or Cell: +1-647-405-6651 if you need accommodation at any stage of the application process or want more information on our accommodation policies.