**Technicien support informatique**

**(Montréal – Siège social)**

GardaWorld, entreprise possédant une culture entrepreneuriale et opérant dans un contexte international, est à la recherche d’un(e) technicien au support informatique dynamique, orientée vers les résultats et prêt à relever des défis dans un environnement en constante évolution.

**Votre mission chez GardaWorld :**

Le technicien au support informatique sera responsable du support niveau 1 aux usagers à travers le Canada. Nous recherchons une personne dynamique, ayant de fortes aptitudes en résolution de problème et qui assurera un service à la clientèle interne impeccable. Il devra être bilingue puisque 80% du travail se déroulera en anglais.

**Vos responsabilités :**

* Effectuer la configuration des ordinateurs;
* Procéder à l’installation de logiciels;
* Soutenir les usagers dans différentes situations et dans la majorité des cas à distance
* Utiliser un système de billetterie afin de traiter, prioriser et assigner les demandes des clients internes
* Traiter les billets assignés de leur réception à leur fermeture
* Effectuer le dépannage des incidents liés aux applications de base
* Établir un diagnostic basé sur les incidents expérimentés par les utilisateurs
* Communiquer de façon adaptée et efficace avec les utilisateurs par téléphone et ainsi qu’en personne
* Résoudre les problématiques à l’aide de logiciels de prise de contrôle
* Toutes autres tâches connexes

**Votre Profil :**

* Diplôme d’études collégiales en informatique ou équivalent;
* Bilinguisme obligatoire (Oral et écrit);
* Disponible pour du support à distance 24/7 (en rotation);
* Dynamique, passionné par le service à la clientèle;
* Bonne gestion des priorités et capacité à travailler en équipe;
* Excellente communication et orientation client;
* Bonne capacité d’analyse et de résolution de problèmes TI;
* Apte à travailler sous pression dans un environnement dynamique et changeant.

**Vous maîtrisez :**

* Environnement Windows 7, 8 et 10;
* Messagerie Office 365;
* Active Directory et Group Policy (GPO);
* Réseau IP (de base);
* Concepts ITIL;
* TeamViewer et VNC.

**Nous offrons**

* Poste permanent à temps plein;
* Avantages sociaux après 90 jours;
* REER collectif après 1 an;
* Horaire hybride- Présentiel et télétravail
* Entreprise internationale offrant plusieurs possibilités de carrière à long terme

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