



The Cahill Group is one of the largest multi-disciplinary construction companies in Canada, with operations from Newfoundland to Alberta. We believe in taking care of our people with rewarding career opportunities, competitive compensation packages, and a dynamic working environment.

### **Computer Support Technician**

The Cahill Group is currently recruiting for a Computer Support Technician for our head office in St. John's, Newfoundland.

#### **Responsibilities**

- Maintain incoming help requests from end users via telephone and e-mail in a courteous manner
- Build rapport and elicit details from help-desk clients
- Prioritize issues and escalate them (when required) to the appropriate technician
- Record, track, and document the help desk request process, including all decisions made, actions taken, and final resolution
- Apply diagnostic utilities to aid in troubleshooting
- Perform hands-on fixes at the device level, including installing and upgrading software, and installing hardware
- Perform preventative maintenance, including checking and cleaning of workstations, printers, devices and peripherals
- Liaise with, and provide training and support to end users
- Coordinate shipping/receiving of equipment
- Perform related duties as assigned

#### **Qualifications**

- College diploma or university degree in the field of computer science or information technology or 3 years' equivalent work experience
- Certifications in A+, MCP, MCSA, or MCSE(desktop infrastructure) would be an asset
- Technical knowledge of network and PC hardware/software and wireless devices
- Read and understand technical manuals, procedural documentation, and OEM guides
- Exceptional written communication skills
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning
- Lifting and transporting heavy to moderately heavy objects, such as computers and peripherals.
- Driver's license would be considered an asset.

If you are interested in joining our growing team, please apply in confidence to [employment@cahill.ca](mailto:employment@cahill.ca), quoting competition GJC-CST-11-20. Cahill is an equal opportunity organization. While we thank all applicants for their interest, only those under consideration will be contacted.