



Technical Support Analyst

Plasco Energy Group is a world leader in the design and commercialization of plasma conversion technology applied to the production of recovered energy.

We are currently looking for a Technical Support Analyst who will provide first level hardware, software and network support related tasks in the installation, maintenance and upgrade of computer hardware, software and related peripherals. The successful candidate to be committed to providing the utmost in client satisfaction, remain current and excel through education and research.

The Challenge:

- Day to day support and maintenance of IT environment;
- Front line for interfacing with users, offer solutions to their issues, and track case progress to completion.
- PC troubleshooting (Windows/Applications/Hardware).
- Troubleshoot basic networking problems; Workgroup and Client/Server.
- Building Workstations using MS Windows OSs: XP/Vista.
- Liaise with software and hardware vendors to request service regarding defective products.
- Document procedures and update changes to PC's/Network.
- Organize IT consumables purchases.
- PC/Desktop/Laptop & Printer Support;
- General first level Network support;
- Support & maintain the server environment (backups / basic networking services);
- Provide a point of contact for suppliers and external IT companies.
- Provide 1st line desktop support to Company staff;
- Provide targeted training to staff on the use of IT tools

Your Qualifications and Expertise;

- University Degree or College Diploma OR equivalent in related work experience and certifications (Microsoft and A+) required
- Solid knowledge of deploying and supporting Microsoft-based workstations and typical business software
- 2+ years experience in IT Help Desk supporting Microsoft Windows and Office 2003/2007
- 2+ years computer repairs.
- Experience in IT Help Desk or Desk-side support.
- Previous experience with Microsoft Sharepoint and/or Microsoft Dynamics Navision is an asset

To apply for this position, please send a copy of your resume in Word or PDF format to careers@plascoenergygroup.com

We thank all participants in advance and advise that only those candidates selected for an interview will be contacted.