Job Posting Details

Job Description

Position:	IT Support Technician
Department:	Info Tech/Systems
Status:	Full Time
Posting Date:	Jul-14-2021

QUALIFICATIONS REQUIRED

IT Support Technician

Location: Mt. Washington Alpine Resort, 1 Strathcona Parkway, Mt. Washington, BC

Employment Type: Permanent, Salaried

Reports To: IT Manager

NOTE: ONLY PERMANENT RESIDENTS OF CANADA WILL BE CONSIDERED

Your Opportunity:

Overlooking the Comox Valley, Campbell River, and the Strait of Georgia, Mt. Washington Alpine Resort is
adventure! We are a boutique resort and operate many of the features of a small village. Our success relies
effective operation of our technology platforms: from point-of-sale transactions, to telephony, to database
management.

We have an exciting opportunity for a self-motivated, resourceful, and knowledgeable IT Support Technician
candidate will be comfortable with a bit of "everything", who understands both front-line support as well as b

In this role you will have the opportunity to:

- Apply your knowledge to a broad range of technologies.
- Learn and develop new skills and knowledge.
- Work with, and support, all employees at all levels of the business.

- Provide input and be a part of developing IT for the resort.

This is *not* an average IT role. Our mountain resort is somewhat remote and requires a daily commute, oft[...] winter conditions. We operate weekdays, weekends, holidays, some evenings, and in all weather condition[...] candidate must be able to handle stressful situations with guests, be available during weekends and many [...] holidays, and get "hands-on" with equipment, wiring, and infrastructure.

We offer great benefits! Season's pass, group benefits, retail discounts and more. Please see our w[...] more information: https://hr.mountwashington.ca/

Responsibilities:

- Maintain, troubleshoot, repair, and administer networks, workstations, data connections and peripher[...] equipment.
- Evaluate, install, and monitor computer hardware, software, and applications.
- Monitor and optimize the performance of computer systems and networks; co-ordinate access and us[...] computer networks.
- Provide problem-solving advice, training and support to network users.
- Administer network traffic and security monitoring software.
- Perform routine network start up and close down, and maintain control records.
- Perform data backups and disaster recovery operations.
- Conduct tests and perform security and quality controls.
- Control and monitor e-mail use, Web navigation, and installed software.
- Perform shell scripting or other basic scripting tasks.
- Consult user guides, technical manuals and other documents to research and implement solutions.
- Reproduce, diagnose, and resolve technical problems encountered by users.
- Participate in the redesign of applications and other software.
- Write, modify, integrate, and test software code.
- Maintain existing computer programs by making modifications as required.
- Identify and communicate technical problems, processes, and solutions.
- Prepare reports, manuals and other documentation on the status, operation, and maintenance of softw[...]
- Assist in the collection and documentation of user requirements.
- Assist in the development of logical and physical specifications.
- Other duties as instructed.

Required Experience & Qualifications:

Who are you? You love the great outdoors and enjoy winter driving. You probably use your IT skills for pers
hobbies too. Some of your other qualities include:

- A people-friendly personality with IT support experience, such as at a help desk, including troublesho
  networks, operating systems, and various software.
- Experience programming, scripting, and/or creating reports.
- An understanding of IT principles and an ability to communicate technical concepts effectively to a va
  audience.
- Proven experience with discretely managing confidential information.
- Able to manage tight deadlines in a fast-paced (and at times, stressful) environment.
- Physically able to move and install hardware, climb stairs, and walk and drive to infrastructure and us
- Experience with Siriusware, Mitel, ADP, or Netsuite would be especially valuable.

To Apply:

Please apply online at: https://hr.mountwashington.ca/jobdescFull.cfm?job_id=325&cat_id=9&unq_id=82

Candidates wishing to pursue employment with Mt. Washington Alpine Resort should exhibit the following t
competencies:

- **Business Acumen**: Able to understand the business implications of decisions and the ability to strive
  improve organizational performance. Awareness of business issues, processes and outcomes as the
  the guest's and the organization's business needs.
- **Improving Operations:** Has the ability and motivation to apply one's knowledge and experience for i
  upon current modes of operation within Mt. Washington Alpine Resort.
- **Empowerment:** Able to share responsibility with individuals and groups so that they have a deep sei
  commitment and ownership.
- **Change Management:** Able to support a change initiative that has been mandated within the organiz
  provide the ongoing guidance and support that will maintain enthusiasm and commitment to the chan
- **Communications:** Openly communicates in an honest, persuasive and articulate manner.
- **People Skills:** Treats people fairly, with dignity and integrity, to promote commitment and productivity
  others by providing a supportive growth environment and by coaching and mentoring. Demonstrates
  interpersonal skills and works cooperatively and effectively within and across organizational units to a
  common goals.
- **Relationships/Guest Focus:** Seeks and builds internal/external relationships and collaborations. Bri
  excellence to internal or external guests by focusing efforts on discovering and meeting their needs.
  and trains customer service as described in the *Above and Beyond* program.
- **Results Focus:** Focuses efforts on achieving quality results consistent with the MWAR current and fu
  business strategies.