

Level 1 IT Technician

JOB POSTING

Position Summary

We are seeking a Level 1 IT Technician to provide day-to-day technical support across the organization. The successful candidate will be responsible for managing helpdesk requests, troubleshooting hardware, software, networking, and Microsoft 365-related issues, and supporting users across a variety of business applications.

The ideal candidate is a motivated and customer-focused IT professional with strong troubleshooting skills, a solid technical foundation, and the ability to work independently. The successful candidate will independently manage day-to-day support activities while working under the guidance of senior IT resources for more complex technical issues and projects.

Key Responsibilities

- Provide Level 1 support for hardware, software, user accounts, Microsoft 365, and connectivity issues.
- Manage and prioritize helpdesk tickets through resolution or escalation.
- Support Windows 10/11 and Microsoft 365, with familiarity in Entra ID, Intune, Exchange, SharePoint, Azure, and Windows Server.
- Troubleshoot basic networking issues, including DHCP, DNS, Wi-Fi, wired connectivity, and network-connected devices.
- Provide first-level support within a Ubiquiti UniFi network environment.
- Assist with user onboarding, offboarding, accounts, permissions, and access.
- Create and maintain technical documentation, procedures, and user instructions.
- Learn and provide first-level support for the organization's ERP and other business applications.
- Effectively use Microsoft Copilot to assist with productivity, research, troubleshooting, and documentation.

Located in Hawkesville, Ontario

Pay Range \$58,000 to \$65,000 Annually

Qualifications & Skills

- 1-2 years of IT helpdesk, desktop support, or related technical experience preferred.
- Good working knowledge of Microsoft Windows, Microsoft 365, and networking fundamentals.
- Familiarity with Entra ID, Intune, Windows Server, Exchange, SharePoint, Azure, DHCP, and DNS.
- Familiarity with Ubiquiti UniFi networking is considered an asset.
- Strong troubleshooting, problem-solving, and technical documentation skills.
- Ability to work independently, take ownership of issues, manage multiple priorities, and recognize when escalation is required.
- Strong customer-service and communication skills.
- Demonstrated ability to learn new technologies and business applications quickly.
- Experience with ERP or other business applications is considered an asset.
- Proficiency with Microsoft Copilot.

Education & Certifications

- Post-secondary education in Information Technology, Computer Systems, Network Administration, or a related field is preferred.
- CompTIA A+ certification is preferred, or an equivalent combination of education, certification, and hands-on IT experience.
- Additional Microsoft, networking, cloud, or IT certifications are considered an asset.

What We're Looking For

Above all, we are looking for someone who is dependable, resourceful, technically curious, organized, and customer-focused. The successful candidate does not need to be an expert in every technology listed but should have a solid Level 1 IT foundation, be comfortable troubleshooting independently, take ownership of issues, document their work, and know when to escalate.

Salary \$58,000 to \$65,000 Annually