

## **User Support Technician**

Location: Surrey, BC

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Canada and Western United States. Since 2002, we have provided exclusive access to the most recognized ice cream brands in the world with industry best product variety and customer service.

TransCold delivers to Major Grocery, Drug, Gas & Convenience and Independent Retailers through Direct to Store Delivery (DSD) and Warehouse Fulfillment, and provides services for mobile vendors, corporate events and third-party logistics (3PL) customers. With 14 locations and 240+ employees, TransCold has the logistical reach to supply all regions across Canada and Western USA with a customer first attitude.

TransCold is growing rapidly, and we are looking for talents who are able to execute on our vision and growth plans. This position will report to the Senior IT Manager and will be responsible for the following:

### **Duties & Responsibilities**

- Assists client day-to-day functionality and efficiency in using IT-provisioned services
- Provides IT support for desktops, printers, peripherals, telephone systems, and cellular devices
- Configures, installs, and maintains complex software systems
- Identifies, manages, and resolves issues in a timely manner
- Manages projects successfully on time and within budget
- Responds to customer requests effectively and communicates with them to address issues
- Maintains user account information in Active Directory, LDAP, and a number of other supporting systems
- Manages user access rights for IT provisioned services
- Maintains accurate Hardware and Software inventory including associated Licenses.
- Owns Helpdesk application

### **Required Skills & Qualifications**

- Bachelor's Degree in Computer Science, Information Systems, Telecom, or relevant field
- 1-3 years Desktop support experience
- Extensive experience with MS Office365, MS Teams, Active Directory, etc.
- Possess a sound judgment when resolving system, hardware, and software problems
- Excellent troubleshooting and problem-solving skills
- One or more of the following technical certifications: CompTIA A+ Certification, CompTIA Network+ Certification, CompTIA Security+ Certification, MCSA: Windows 10, MCSE: Desktop Infrastructure
- Service Level Agreements remain fundamental to this position. These agreements enable our IT Team to earn and maintain trust, thereby helping TransCold Distribution to grow and flourish.

- Strong customer focus, ownership, urgency, and drive. The User Support Technician needs to respond to reported issues with a sense of urgency and attempt to solve in a single call or visit.
- Ability to communicate and provide support to customers on a timely and professional manner
- Experience in a fast-paced and multi location work environment a plus.

#### **As a member of the TransCold team, you can expect**

- A great group of team members to work with!
- A dynamic, fast-paced work environment and a company that truly cares about its employees
- Opportunities for career development so you can grow with us
- Comprehensive benefits package and industry competitive wage
- An organization that supports community groups and the environment

#### **How to apply**

To be considered for the above opportunity, we invite you to send a cover letter and an up-to-date resume through Indeed. We thank all applicants for their interest; however only those selected for an interview will be contacted.

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