SYNCRETY SUPPORT TECHNICIAN JOB POSTING

ABOUT THE COMPANY

Syncrety Technology Solutions is a successful, growing IT consulting and support company in Kamloops, BC. We started Syncrety because we wanted to raise the bar for what customers should expect from their IT investments and their IT providers. We care about our customers and strive to commit to deliver the best solutions we know of. We work to innovate, and to do the right thing for our customers. If this description thus far strikes a chord with you; if you get excited about this stuff too, strongly consider applying with us!

ABOUT THE SUPPORT TECHNICIAN ROLE

You've done technical support work, from fixing or building your own systems and network at home to providing support for businesses. Maybe you've been in a Help Desk role at a larger business or you've been out in the field getting your hands dirty with hardware and software for multiple businesses. You enjoy solving technical problems and working within a full schedule. You're not afraid of hard work and puzzling problems you've never encountered before. This is not a job for someone uncomfortable with often-changing scenarios and issues. Nor is it for someone who prefers that their workday be filled with performing known, documented processes. Though there are some documented processes most issues you encounter are new or unique and will demand from you strong troubleshooting skills.

You're an IT generalist… customers you've worked with have expected you to "know it all" whether it was how to get that printer working or how to get email on their smartphone. And you've figured it out. Maybe not always right away, not always the perfect solution, but you've helped customers and made their technology work better for them. You've done your best to find the *right* solution for them.

But first and foremost, you're helping customers; you're helping real people. Your solutions are relieving their stress. You're doing what it takes to help them continue working in their business. You're not just providing workarounds; you're coming back with a solution once you have it. You follow up with people; both with your team members and customers. You own your work, both your successes and your mistakes. You make sure that you've followed through and documented your time and work.

You work with desktops, laptops, tablets, smartphones, cloud services and maybe even the odd server here and there. You're familiar with supporting Windows, Microsoft Office and may have worked with a range of normal and abnormal software that different businesses use. You're not afraid to say you don't know (but that you'll work to find out) and you know your limits (when to call in team help). In fact you know it's imperative to stop and ask for help earlier on rather than spend hours not making any progress. You have self-motivated drive to get things completed and have low tolerance for slackers, yet are pleasant to work with and enjoy helping others succeed.

As a Support Technician you will work with other support staff and follow instructions and mentorship provided by IT Consultants, Engineers and Service Managers in the company. You perform well under pressure and can communicate clearly, patiently, politely, and professionally with customers. Your email and electronic communication skills are great; you don't have problems with spelling and grammar.

You're not perfect; you're not all these things always but you work hard to reach these ideals.

REQUIREMENTS

This is not particularly an entry level position. We're looking for experienced Support Technicians with quantifiable experience, and excellent technical awareness and acumen with a strong interest in this field and ability to rapidly learn, use and retain what they've learned. We need technicians who consistently follow and support basic policies like documenting work and time, regularly checking in with service managers, and who believe in the benefits of structure and standardization.

We have very high standards for ethics in our workplace… your personal ethics naturally affect and spread through our company and into our customer relationships.

Most of what we're looking for is listed above, but here are some specifics that you need to be able to support when applying:

- Minimum one year of experience supporting small-medium business IT or general IT help desk experience at a larger organization. If you don't have this you will need to convince us that you can learn very rapidly and are naturally very driven and interested in this kind of work.
- Certifications are welcome (MCP or higher) but not necessary to start with.
- Great spoken and written communication skills with demonstrable ability to articulate technical information in an easy-to-understand manner (proper spelling and grammar skills are mandatory).
- Proven troubleshooting skills, able to properly document and track work in real time.
- Reliable vehicle with active insurance and acceptable driving record.
- 100% clear criminal background (bondable).
- Punctual and consistent in attendance.

So maybe you meet and exceed everything we are asking here. Or maybe you don't think you're there yet but want to be and know you can do the job. Prove it as best as you can when you apply. Present yourself to us as the "company of one" you've built yourself to become for your current customers or employer. When we meet we're also looking to learn a bit about your personality, your character, and examples of your work. Skills alone can be trained; character cannot. Stand out, look professional, and convince us you can more than meet our expectations.

APPLY BY EMAIL

These instructions must be followed or you will not be considered for employment:

1. Please send both your resume and cover letter in Microsoft Word format to careers@syncrety.com.
2. State in your cover letter the date (or date range) you'd be able to start, what you require for a salary (or salary range), and your career goals and how this job fits into them.