



JOB POSTING

Level 2 HELP DESK SUPPORT TECHNICIAN

We're all about **the craft.**

KF Aerospace is proud to deliver innovative aircraft services for corporate, commercial and military customers worldwide. Launched in 1970 out of British Columbia's beautiful city of Kelowna, KF has grown to specialize in a wide range of aviation services including maintenance and modifications, cargo operations, military pilot training and aircraft leasing. With facilities across Canada, KF is home to a 1,000 strong, highly skilled workforce. Our passion for our craft fuels every project we touch.

JOB OVERVIEW

The Level 2 Help Desk Support Technician reports to the IT Manager and works as part of KF Aerospace Help Desk Team that provides Tier 1 and 2 support to end users in the CFTS Program for all workstations, laptops, phones, mobile devices and network infrastructure related issues.

DUTIES AND RESPONSIBILITIES

- Provide Tier 1 and 2 support to end users via phone, email and in person in a timely manner
- Troubleshoot a variety of devices including desktops, laptops, VoIP phones, smart phones, mobile devices, and other peripherals
- Provide Tier 1 and 2 support for all onsite network and server/storage infrastructure related issues
- Resolve, prioritize and escalate issues as necessary
- Create and modify user and email accounts in Active Directory and Exchange, on-premises and in Office 365; assist with onboarding new employees
- Help administer and maintain helpdesk software; workflows, SLA's, asset management, etc.
- Manage computer images and imaging software
- Be present in the Help Desk and available to end users requiring technical assistance
- Create and maintain clear technical documentation
- Lead and coordinate Help Desk and Networking related Projects
- Create, maintain and update assets inventory
- Perform after hours work on emergency and scheduled basis; participate in rotation on-call
- Other duties as required



REQUIREMENTS

- Post-Secondary Education in a related field (i.e. networking, computer science, security, etc.), or High School Diploma with equivalent work experience
- Minimum 5 years of experience in Corporate IT or Help Desk is required
- ITIL Foundations certified
- MCP/MCSA, A+ or Network+ certification is considered an asset
- Solid experience with installing, configuring, administering and troubleshooting a wide range of desktop hardware and software (Active Directory, Windows 10, Microsoft Exchange, Office 365, Office 2013-2016, Access, Visio, Adobe Suite, and various in-house applications)
- Experience with configuring and troubleshooting legacy and newer workstations and laptops hardware (Motherboards, Hard Drives, Ram, Video Cards, etc.)
- Experience with troubleshooting and supporting Apple and Android mobile devices and using MDM (specifically Intune)
- Experience with installing, configuring and troubleshooting Networking equipment (Cabling, Switches, Routers, Wi-Fi and Wireless Networking equipment)
- Experience with administering and repairing printer equipment; MFP, stand-alone printers, wide format printers
- Experience with creating and supporting reporting using Excel, PowerBI, SSRS, etc
- Experience with administering and maintaining helpdesk software
- Must possess exceptional customer service orientation
- Must possess and demonstrate excellent verbal and written communication skills
- Excellent problem-solving skills; ability to visualize a problem or situation and think abstractly to solve it
- Ability to lift/move equipment up to 50 lbs. on occasion
- Obtain DND related security clearance
- Occasional travel may be required

BENEFITS

Full-Time staff benefits include (but are not limited to):

- Health and Dental
- Short & Long-Term Disability
- Health Spending Account
- Paid vacation and Personal time off
- The opportunity to bank overtime
- Pension matching plan and voluntary RRSP
- Employee & Family Assistance Program
- Free financial advice



AEROSPACE

KF Aerospace

5655 AIRPORT WAY
KELOWNA, BC CANADA
V1V 1S1 | P: 250.491.5500

- A bonus program based on organizational performance

HOW TO APPLY

Be a part of our craft. Apply for the Level 2 Help Desk Support Technician position at kfaero.ca/careers today!