

## IT Support Technician – Part Time

CPG Systems Inc. has a current requirement for a part-time IT Support Technician. Using various support tools, you will perform various support and maintenance tasks as assigned for CPG's clients, both in person and via remote support tools. This is a very fast paced position, which will definitely challenge you! You will be exposed to multiple different environments in any single day, and you will find yourself changing gears frequently as you respond to customer requests and trouble tickets. We guarantee you won't get bored!

The incumbent's duties will include site visits and direct customer interactions, therefore above average written and verbal communication skills are required. Work hours are somewhat flexible, and work experience in a field other than IT support is a definite asset.

### Personal Qualifications

The successful incumbent will be well spoken, polite, and able to deal with customers in a respectful manner. Because of our client base, you may find yourself on any given day dealing with lawyers and accountants, people with addiction and mental wellness issues, or anything in between. To truly excel in this role, you should be able to show the following traits:

- Spectacularly good command of the English language
- Demonstrate respectful written and verbal communication skills
- Demonstrate attention to detail
- Ability to stay calm and polite in the face of tense customers and situations
- Ability to translate technical matters from geek-speak to lay terms in a respectful way
- Ability to multi-task, prioritize, and meet all the required deadlines and expectations
- Ability to work independently as well as part of a team
- Verifiable experience in an industry other than computers or IT

### Technical Qualifications

This role would best suit an experienced technology worker with 2-4 years of experience in the computer support business, who is looking to expand their skill set. This role may also suit someone who would like to stay involved in the IT business. You will have a thorough understanding of the Wintel platform, as well as recent verifiable experience with the following:

- A+, Network+, or Security+ Certification (ideally completed)
- MCITP, MCSE, MCSA or MCP certifications or courses in progress
- Experience with the Office 365 platform, including Azure AD
- Experience with Internet functions such as DNS, SSL certs, registrars and web hosting
- Experience with Microsoft server and workstation technologies
- VPN's, firewalls, wireless and other network elements

- Virus\ Malware Removal\ Tools
- Backups\ Disaster Recovery
- Hypervisor experience in either ESXi, or Hyper-V (or both)
- Experience using remote support and management tools is beneficial
- Active Directory

### Compensation

A company phone and laptop will be provided for your work. A vehicle allowance may also be provided, if applicable. This is an hourly position with a 6-month probationary period, and a work week of 12 to 20 hours per week. There may be opportunities to move up to a full time salaried position with benefits. Hourly remuneration is negotiable.

After a successful probation period, CPG Systems offers opportunities for performance-based bonuses. Employees may also eligible to receive paid time off once per month, to volunteer with an organization of their own choosing.

Those interested should email their resumes or company profiles in MS Word or Adobe PDF format to [jobs@cpgsystems.ca](mailto:jobs@cpgsystems.ca). Please put 'Part Time Support Technician' in the subject line. We thank all interested parties, however only selected applicants will be contacted. **No phone calls please.**

References will be required during the interview process and will be verified.

### About CPG Systems

CPG Systems Inc. is a technical support and cloud-services firm serving the Metro Vancouver area since 2007. Committed to business, we enable our customers to make better business decisions for their IT needs. We believe that our honesty, integrity and personal accountability are the best qualities we can ever show to our clients. And we believe that our clients' best interests should ALWAYS come first. Come visit us at [www.cpgsystems.ca](http://www.cpgsystems.ca) and find out why we are The IT Department You Wish You Had.