

JOB DESCRIPTION

Job Title: IT Helpdesk Technician **Position Number:** 90-10
Incumbent: Vacant **Effective Date:** November 2025
Status: Permanent **Pay Level** 7 **Bargaining Unit:** Yes X No
Supervisor's Title: Manager, IT **Department:** Information Technology

SUMMARY

Reporting to the IT Manager, the IT Helpdesk Technician to provide technical support to end-users by resolving hardware, software, and network issues. The role involves diagnosing and troubleshooting problems, installing and configuring software and hardware, and assisting with IT projects. The successful candidate will help support Microsoft 365 Intune, SharePoint Online, OneDrive for Business, and Teams. All work shall be carried out and properly documented in accordance with Yukon Energy's policies, guidelines and procedures.

DESCRIPTION

Technical Support

- Respond to incoming helpdesk requests via phone, email, or in-person and resolve technical issues in a timely and efficient manner.
- Perform desktop, laptop, and mobile device support, including hardware and software troubleshooting, configuration, and installation.
- Maintain and troubleshoot network connectivity issues, including LAN, WAN, and wireless networks.
- Troubleshoot printer and peripheral device issues.
- Assist with IT projects and initiatives as required.

Customer Support & Safety

- Provide end-user training on software and hardware usage.
- Adheres to the Corporation's high safety standards by following approved safe working plans and worker administered and operator administered protection plans.
- Maintains the confidentiality of all Corporation information. Adheres to all Corporation policies, procedures and guidelines.

Systems Support

- Maintain inventory of hardware and software assets.
- Document technical procedures and create user manuals as needed.
- Keep up-to-date with new technologies and industry trends.
- Other related duties.

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KNOWLEDGE, SKILLS, AND ABILITIES

- Bachelor's degree in computer science, information technology, or related field preferred.
- Relevant technical certifications, such as CompTIA A+ or Microsoft Certified Desktop Support Technician (MCDST) preferred.
- 1-3 years of experience in IT support or a related field.
- Strong technical troubleshooting skills.
- Excellent customer service and communication skills.
- Ability to work independently and as part of a team.
- Knowledge of Windows operating systems, Microsoft Office Suite, and basic networking principles.
- Familiarity with ticketing systems and remote support tools.
- Ability to prioritize and manage multiple tasks in a fast-paced environment.
- Good organizational skills.
- A valid class 5 drivers license.
- Ability to work in a team and cross-cultural environment.

WORKING CONDITIONS

Works on computer equipment, printers and digital equipment located in all corporate offices and facilities with minimal exposure to physical injury or adverse environmental conditions. Requires lifting and moving computer equipment and crawling in and around tight spaces to install or repair equipment. Occasional travel is required. Requires flexible work hours including early morning, evening and weekend work to minimize downtime on information systems during normal working hours. Combination of remote and on-site work hours are available.