



YUKON ENERGY CORPORATION

IT Help Desk Technician-Whitehorse

Position # 90-10

The Opportunity: IT Help Desk Technician

Permanent, Full-Time unit position, based out of Whitehorse, Yukon.

Compensation: Level 7: \$40.32/hr-\$48.14/hr PLUS Northern Allowance.

Are you the go-to tech problem solver in your world? Do you get a rush from troubleshooting issues, helping people, and making technology actually *work* the way it should? Yukon Energy is looking for a skilled and customer-focused IT Help Desk Technician to join our team in Whitehorse, Yukon—where your technical expertise keeps the power on for an entire territory.

Who we are: Yukon Energy is the primary generator and transmitter of electrical energy in the Yukon territory, operating within the Traditional Territories of Yukon First Nations. We take pride in our commitment to sustainability and collaboration with Indigenous communities across all our operations.

What will you do: Reporting to the IT Manager, the IT Helpdesk Technician will:

- Respond to incoming helpdesk requests and provide timely technical support to end-users for hardware, software, and network issues.
 - Diagnose and troubleshoot desktop, laptop, mobile device, printer, and peripheral problems to restore functionality and minimize downtime.
 - Install, configure, and maintain software and hardware, including Microsoft 365, Intune, SharePoint Online, OneDrive for Business, and Teams.
 - Support network connectivity by identifying and resolving LAN, WAN, and wireless connection issues.
 - Assist with IT projects, system upgrades, deployments, and technology initiatives as required.
- Maintain accurate documentation of technical procedures, support activities, and asset inventory in accordance with Yukon Energy's policies, guidelines, and procedures.
- Provide end-user training and promote effective use of corporate technology tools while upholding safety, confidentiality, and security standards.

What you need to succeed:

- 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.



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- 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.
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What is in it for you:

- Competitive Pay with annual cost of living increase
- Northern Allowance: \$7,000 + 5% Base Pay added to Base Salary
- Comprehensive Benefit Package that begins the first day of employment
- 160 hours of vacation leave, 160 hours of sick leave, 40 hours of special leave
- Travel Allowances for employee and their spouse and dependent(s)
- Annual Wellness Subsidy
- Cell Phone Subsidy
- RRSP Match begins first day of employment
- Relocation Assistance
- Training and Development opportunities
- Opportunity to be a part of something greater and help the Yukon

Yukon Energy values diversity in the workplace. We strive to achieve a skilled workforce that is representative of the population we serve, and we are committed to the employment and professional development of Yukon First Nations citizens. First Nations candidates are encouraged to self-declare.

To **apply**, please go to [Recruitment \(adp.com\)](https://adp.com).

If you have any questions, please feel free email People & Culture via email at hr@yec.yk.ca.
The posting will remain open until the position is filled.

For more information on Yukon Energy, please go to: <http://www.yukonenergy.ca>.

We thank all candidates for applying but only short-listed candidates will be contacted.

Applicants must be legally entitled to work in Canada for any employer without employer sponsorship.

Date Posted: October 23, 2025