ArrowHead Recruitments & Consulting

Computer Technician (NOC 22221)

Description

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User support technicians provide first-line technical support to computer users experiencing difficulties with computer hardware and with computer applications and communications software. They are employed by computer hardware manufacturers and retailers, software developers, in call centres and in information technology units throughout the public and private sectors. They are also employed by independent technical support companies or they may be self-employed.

Responsibilities

Job duties

Here are some of the main activities and tasks that User support technicians have to perform, and some of the physical demands they involve:

- Communicate electronically and in person with computer users experiencing difficulties to determine and document problems experienced
- Consult user guides, technical manuals and other documents to research and implement solutions
- Reproduce, diagnose and resolve technical problems encountered by users
- Provide advice and training to users in response to identified difficulties
- Provide business systems, network and Internet support to users in response to identified difficulties
- Collect, organize and maintain a problems and solutions log for use by other technical support analysts
- Participate in the redesign of applications and other software
- May supervise other technical support workers in this group.

Workplaces and employers

Here are the typical workplaces where User support technicians are employed and some of their main characteristics:

- Independent technical support companies
- Self-employed
- Call centres
- Information technology departments in the private and public sectors
- Computer hardware manufacturers and retailers
- Software development companies

Qualifications

Employment requirements

Hiring organization
ArrowHead Recruitments & Consulting

Employment Type
Full-time

Beginning of employment
ASAP

Duration of employment
Permanent

Industry
Public and private sector

Job Location
Fort Mcmurray, Alberta, Canada

Working Hours
9 AM TO 5 PM

Base Salary
$ 19/hr - $ 23/hr

Date posted
May 1, 2025

Valid through
31.05.2025

This is what you typically need for the job.

- Completion of a college program in computer science, computer programming or network administration is usually required.
- College or other courses in computer programming or network administration are usually required.
- Certification or training provided by software vendors may be required by some employers.