



ST. LAWRENCE FLUORSPAR PROJECT

IT Support Technician

As we expand our operations, CFI is positioning itself as an industry leader and a preferred employer of choice to qualified individuals. The primary purpose of this position is to provide an efficient end user support service on company supported computer applications and platforms. Our goal is to maximize our operations, providing individuals an opportunity to work closely with a team of experienced professionals to learn a multitude of tasks related to the day to day business of a surface fluorspar mining operation.

DUTIES / RESPONSIBILITIES

- Provide technical and functional support for operating systems, standard desktop applications and web applications via telephone, email, or in person
- Troubleshoot, diagnose and resolve desktop support request and inquiries
- Prioritize situations requiring urgent and immediate attention
- Identify and escalate situations requiring urgent attention to appropriate resources
- Assist and support with the coordination of desktop hardware and software acquisitions and upgrades
- Assist with afterhours maintenance and updates on company systems
- Maintain detailed hardware and software inventories, including tracking of software license requirements and performing periodic audits
- Prepare and update documentation for new and existing processes and procedures
- Provide individual training and support on request
- Contribute to the image of the company by conducting business in an efficient, professional and customer-oriented manner
- Conduct research and compile data, statistics, and other information
- Generate reports for publication to on-site and off-site locations

EDUCATION / EXPERIENCE / SKILL

- Possess a Diploma/Degree in Computer Science or a related field
- Proven ability to build strong working relationships, internally and externally
- A minimum of two (2) years' experience in supporting IT systems
- Proficient with computers using various software applications, including word processing, recordkeeping, database management, presentation, internet and email
- Experience in providing technical and functional support in a business setting
- Excellent interpersonal, oral, and written communication skills including ability to effectively communicate and interact with all individuals with integrity, empathy and sincerity
- Ability to complete work in a timely manner with accuracy and attention to detail
- Ability to work under pressure and maintain a calm focus during hectic periods
- Ability to exercise good judgment in recognizing scope of authority and protecting confidential information
- A positive attitude and customer focused approach

To apply, please forward a cover letter and resume by **12:00 P.M.** on **May 8th, 2020** to:

POSTING #2020-019 – IT SUPPORT TECHNICIAN

Email: careers@canadafluorspar.com

Fax: (709) 873-3335

CFI is an equal opportunity employer. We encourage all qualified applicants to apply. We thank all applicants for their interest, however, only those considered for an interview will be contacted.