



JOIN OUR CREW

Position: IT Service Desk

Status: *Full Time*

Department: IT

Reports to: Support Manager

Location: Head office Toronto (temporarily remote)

The Opportunity

If you are a well-rounded IT service professional, have a great passion for customer service while keeping the network functioning for everyone, and are a natural when it comes to problem solving – this is the role for you!

How You Will Be Spending Your Time

- Responding to helpdesk tickets and telephone calls requesting assistance for various IT/Telecom issues
- Analyze user requests to determine resolution
- Assist users by answering software and hardware related questions
- Evaluate the criticality of problems by effectively troubleshooting and when necessary escalate problems
- Communicate with external vendors.
- Monitor/review alerts and escalate to service provider or IT personnel.
- Perform user logon/security administration functions creating users accounts in Active Directory, password resets, onboarding and offboarding employees.
- Record, monitor and respond to user requests utilizing helpdesk ticketing system.
- Perform basic telecom and enterprise service requests
- Configure and support remote/home agents troubleshooting connectivity and applications
- Troubleshoot and support VPN, VDI and Citrix connectivity issues.
- Create and license users in Office 365
- Configure new workstations and laptops for new employees
- Other duties as assigned.

The Skills, Experience and Requirements You Need to be Successful

- Proficient in Windows 7, Windows 10
- Proficient in MAC OS (asset)
- Experience with desktop and laptops hardware (memory, CPU, hard drives, wireless, etc..).
- Team Player
- Willing to work shifts and weekends
- Excellence in communication, interpersonal and customer service skills
- Solid problem solving skills
- Organizational skills
- Knowledge of printer operation and hardware configuration
- Minimum of a high school diploma – or equivalent



- Vocational or Technical diploma in IT, Systems Management, or other related field (a strong asset)
- Over one year and up to and including three years on-the-job experience and/or performing similar duties required

Are You Ready to Be a Part of Our Driving FORCE

Please submit your cover letter and resume to careers@redlabelvacations.com . Only qualified candidates will be considered for this position!

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