



## **IT Support Specialist**

**Location:** Calgary

### **Position Summary:**

The support specialist is responsible for desktop and user support to all of Amaya staff, including installation and configuration of new systems, troubleshooting and problem solving of existing systems, and support and training of common applications and operating systems.

### **Primary Roles / Responsibilities:**

- Responding in a timely manner to end-user support requests
- Deploying new desktop systems and rebuilding a deploying older systems
- Maintaining server back-ups
- Assisting systems admin with server maintenance, inventory control, documentation, troubleshooting and network maintenance and deployments
- Door management systems
- User account creation and administration.

### **Required Skills / Competencies:**

- Excellent knowledge of Windows 2000 Pro and Windows XP Pro
- Some knowledge of Linux and Mac OS desirable
- Solid understanding of Microsoft Office applications and Windows Operating systems including Windows XP and 7
- Working knowledge of Windows Server 2003 and 2008
- Experience with Exchange 2003/2007 and Active Directory
- Strong interpersonal skills and prior customer service experience
- Two to three years experience.

### **Education:**

Technical certification desirable.