

COMPANY OVERVIEW:

Fix My Computer Now Inc. is in the business of helping businesses and home office users navigate the world of computer technology. We help solve computer problems and provide proactive advice for technology needs. We provide reliable, onsite service in a professional manner complete with uniformed technicians who report to our customer service department after every visit. We want to ensure that your experience with FMCN make your business life as easy as possible when it comes to your computer needs.

JOB TITLE: PC Technician**LOCATION:** North York, Ontario. (1Vacancy)**JOB TYPE:** Regular**TERMS OF EMPLOYMENT:** Permanent; Full-time**ANTICIPATED START DATE:** As soon as Possible**SALARY:** \$22.00 TO \$25.00 per Hour**HOURS OF EMPLOYMENT:** 37.5 Hours/Week**SKILL REQUIREMENTS:**

- Education – College Diploma in Information Technology or related field.
- Experience – 2+ years in IT services for business to business clients.
- CRM database entry experience.
- WHMIS (Workplace Hazardous Materials Information System) certification.
- POST (Petroleum Oriented Safety Training) certification.
- Must be willing to work non standard business hours including late evenings and/or weekend and/or holidays.
- Must have full-time access to a car with a good driving abstract and valid business use insurance.
- Excellent English communication skills, both verbal and written.
- Must be able to carry and lift including but not limited to toolboxes, ladders, packaged computers and equipment such as monitors, display panels or small TV's, laptops, servers or UPS units but no more than 70lbs per individual.
- Must wear steel toe (CSA approved) footwear and hardhats and conform to uniform.
- A mechanical knowledge of tools for drywall and construction is recommended.

JOB DUTIES AND RESPONSIBILITIES:

Specific technical duties defined per incident include:

- Analysis and investigation of problems.
- Repair, substitution or replacement of faulty hardware as necessary.
- Repair, installation, reinstallation or reprogram of software as necessary.
- Testing and error checking of solutions.
- Backup of data as necessary in order to restore functionality.
- Provide recommendations as necessary for the general health of the equipment.
- Provide technical documentation and/or materials upon request or as necessary.
- Follow-up with customers after the solution has been implemented.

Non Specific technical duties:

- May include running networking and telecom wires including ceilings and wall runs. Also may require working with telecom technicians in order to facilitate networking solutions.
- May include installing physical equipment (i.e. networking patch panels, or racks or rack enclosures or hub stations) on, under or above workstations, server rooms and/or specifically designed furniture.

Specific Non-technical duties include:

- Transportation of equipment (including pickup and drop off to 3rd parties if necessary).
- Full 5 step reporting for all incidents (internal database driven).
- Confirmation and follow-up calls to clients as necessary.

DESIRED SKILLS AND EXPERIENCE

Hardware:

- Practical knowledge of internal components of workstations and servers to include motherboards, ram, hard drives, video, sound, I/O, optical drives, ports and cooling systems.
- Practical knowledge of accessories including keyboards, pointing devices, scanners, printers, networking devices, routers, wireless devices, security devices and gaming devices.
- Practical knowledge of stress limitations, heating and cooling limitations, over clocking limitations and networking limitations.
- Practical knowledge of assembly, disassembly and maintenance of all hardware components.
- Experience in installing devices to racks, including devices, panels, switches, cabling, organizers etc.

Software:

- Practical knowledge of all currently available Windows operating systems to include installation, recovery, setup and updating of all current versions.
- Practical knowledge of all anti-viral, security and firewall technologies including installation, setup, recovery and updating.
- Practical knowledge of most major software suites for office use including Microsoft Office, OpenOffice etc to include installation, setup, recovery and updating.
- Practical knowledge of all internet browsing, e-mail and communications software to include Internet Explorer, Outlook (Express), Chrome, Firefox, Mozilla etc.

Technical:

- Trouble shooting skills in operating systems vs. hardware components.
- Trouble shooting skills in spyware, anti-viral removal and spam control.
- Trouble shooting skills in Windows OS installation and reinstallation.
- Trouble shooting skills in failed hardware identification.
- Basic cable termination experience.
- VMware, Linux, OSX experience.

HOW TO APPLY:

By E-Mail: jobs@fixmycomputernow.com