User Support Technician

Job ID
51299

TCSI Consulting LTd

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LOCATION	DATE POSTED	EXPIRY DATE
4734 Park Ave, Terrace, BC | British Columbia	02-09-2026	01-03-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 38.40/hr	1 year to less than 2 years	College, CEGEP or other non-university or diploma from a program of 3 months to less than 1 year

Job Details

TCSI Consulting Ltd. is presently seeking a User Support Technician to join our team. The User Support Technician will provide technical assistance to users by diagnosing and resolving hardware, software, and network-related issues in a timely manner. This is a full-time, permanent position requiring flexibility to work morning, day, weekend, and shift schedules. Position available immediately.

How to Apply:

Email your resume to: talent@tcsiconsulting.ca

Job Description

Languages:

English

Education:

College/CEGEP

Experience:

1 year to less than 2 years

On site

Work must be completed at the physical location. There is no option to work remotely.

Roles and Responsibilities:

· Give access to computer networks

· Report on the performance of computer systems and networks

· Respond to users experiencing difficulties with computer

· Consult user guides, technical manuals and other documents to research and implement solutions

· Provide advice and training 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

· Supervise other technical support workers in this group

· Provide business systems, network and Internet support to users in response to identified difficulties

· Troubleshoot and resolve technical problems

· Perform Web-server backup and recovery operations

· Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

· Provide customer service

· Manage incidents

Experience and specialization:

Computer and technology knowledge

Device drivers

Networking software

Networking hardware

Networking security

Intranet

Internet

Servers

Programming software

Database software

Programming languages

Software development

MS Office

Wireless networks

Additional information:

Work conditions and physical capabilities:

Fast-paced environment

Attention to detail

Tight deadlines

Repetitive tasks

Combination of sitting, standing, walking

Personal suitability:

Accurate

Organized

Client focus

Efficient interpersonal skills

Excellent oral communication

Initiative

Team player

Ability to multitask

Benefits

Health benefits:

Dental plan

Health care plan

Vision care benefits

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